



Hadleigh & Boxford Patient Participation Group

Annual Patient Survey 2018 Results Summary

Introduction

This survey was produced by the Patient Participation Group in consultation with the Practice and the questionnaire was prepared and analysed by Ellie Allman, Paul Hodgkin and Mike Turley.

In previous years the Group has surveyed the broader patient experience and has focused activity within the Hadleigh and Boxford surgeries.

This year it was agreed to produce a questionnaire which focuses on specific aspects of the patient experience, access to services and ways in which patients can help to alleviate the growing pressure on those services. Recognising that previous surveys had only addressed the captive audience of patients attending the surgery, the PPG decided to go out into the community with a new, combined approach of self-help health promotion and PPG awareness entitled 'Healthy Hadleigh'.

A detailed analysis of this survey will be circulated to the Practice who will prepare a response and to members of the core PPG who can assist the Practice in the development of an action plan.

The results and the subsequent report, including the Practice response, will be made available on the Practice website.

Method

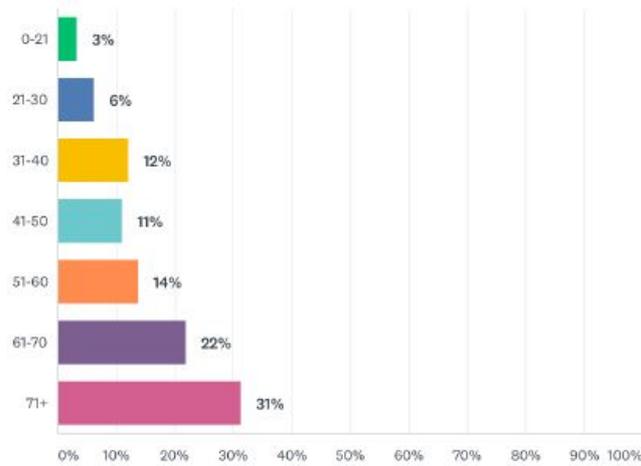
The survey was conducted by members of the PPG at various 'Healthy Hadleigh' Pop-Up sessions within the Practice area between 10th & 21st September 2018.

The sessions were publicised in the local community press, PPG News, on waiting room screens and at Hadleigh Steering Group meetings. In addition, a link to the survey was posted on the Virtual PPG board for completion online and forms were made available in the Practice for the duration of the survey. We also took this opportunity to encourage patients to sign consent forms to Share Health Records.

Summary Results from 371 Responses

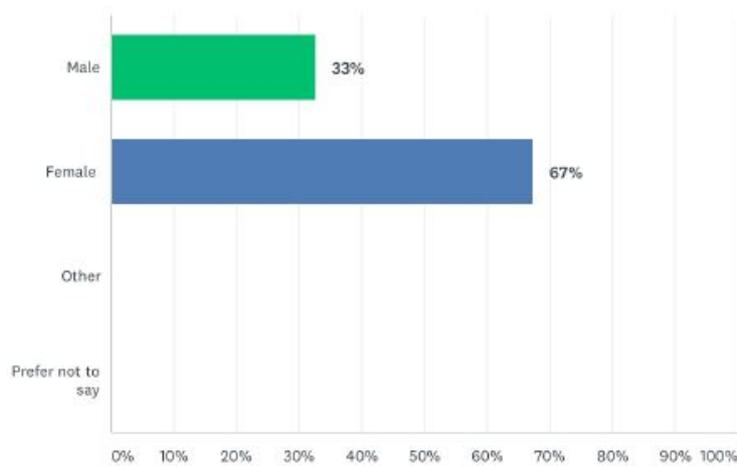
Age

Answered: 363 Skipped: 0



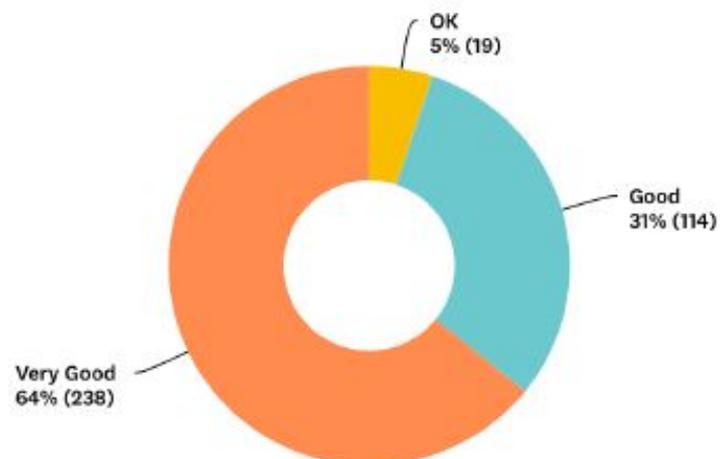
Gender

Answered: 362 Skipped: 1



Overall Rating

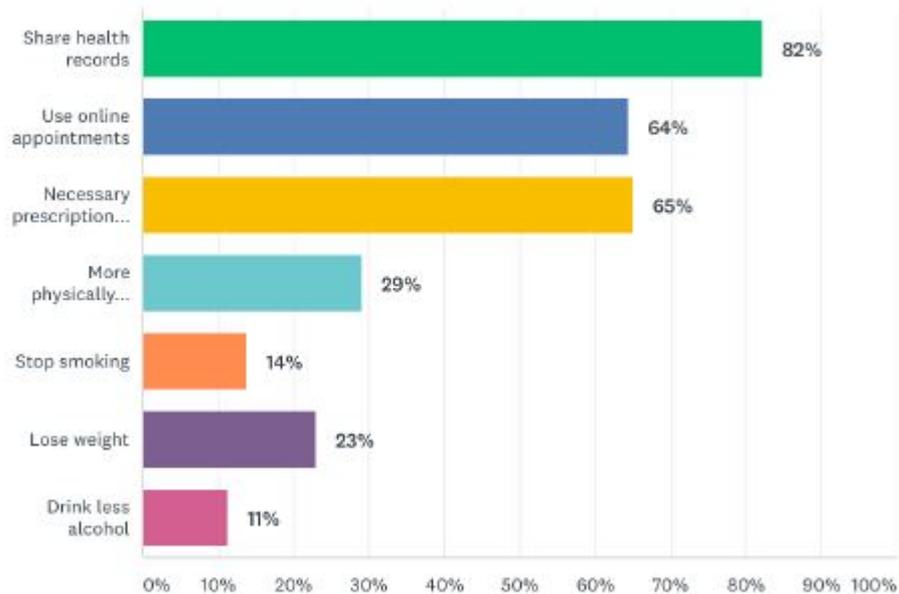
Answered: 371 Skipped: 0



- The wide range of services on offer including the dispensary at Boxford and the chemist next door
- The electronic booking in system and display boards in the waiting room
- The spaciousness, calmness and
- Specific aspects of the layout including the children's area and wheel chair accessibility.

Reducing pressure on the NHS and keeping healthy

Answered: 303 Skipped: 68



We asked about people's views on how they could help reduce pressure on the NHS by interacting with it differently and by actively looking after themselves.

Patients felt happy about:

- Sharing their data with other clinical teams looking after them across the NHS (82%)
- Booking appointments online (64%)
- Avoiding asking for unnecessary prescriptions (65%)

The important messages here are:

- People understand the pressure the NHS is under and are happy to play their part especially when it also improves their own care or convenience
- A large majority of patients is comfortable with many aspects of digital health care

We also know from last year's survey that, while there are around 20% of older patients who do not use the internet, the overwhelming majority of patients are happy with online services for test results, appointments, accessing aspects of their own health record. The PPG's own use of on-line applications to keep in touch with its Virtual membership is further evidence of people being relatively at ease with online health services.

The evidence of last year and this year's surveys supports the PPG's ongoing policy of encouraging the practice to:

- Provide services for all those who are not online or do not wish to use online services
- Explore how access and use of online services by patients and practice staff can be extended. We believe that, as pressures on the practice increase, making further use of online services (including online consultations) will become extremely important
- Improve the practice website (including online signposting)

Keeping healthy

Many people were also interested in being offered help for themselves or a family member to:

- Become more physically active (29%)
- Stop smoking (14%)
- Lose weight (23%)
- Drink less alcohol (11%)

The PPG has already initiated the '**Inactive2Active**' project which is offering a range of activities to get people more active. If this is successful we will be pressing for the practice and the Clinical Commissioning Group (CCG) to continue to fund this in the long term.

Conclusion

The most important findings of this survey are that:

- A large majority of patients are satisfied or very satisfied with the practice.
- The practice is seen as caring, friendly, efficient, clean and well run with many people commenting about the great overall level of care that they receive
- Access to appointments and over the phone remains an issue for a sizeable minority
- Some patients find parking difficult.

Patients are also aware of the pressure that the practice is under and would welcome more online services. With due care for those who do not want to use the internet, the PPG is keen that online services offered via both the practice website and as part of wider NHS England initiatives are pursued.

Patients are also keen on help to keep healthy. Access to physical activity was the most popular of the possibility activities that we asked about. The PPG is very pleased that this is line with the **Inactive2Active** programme that it is has initiated and secured initial funding for. The PPG will be pressing the practice to support efforts to secure longer term funding from the CCG and others if the initial 6 months of this programme proves successful