

PPG Survey March 2017

One of the key roles of the PPG is to organise and facilitate a Patient Survey at least once a year and then to provide feedback on its findings making them available to the practice and all its patients. Where appropriate the practice will provide a response to the survey report providing advice and recommendations.

The format of the questionnaire was agreed between PPG members. It was decided to focus on the patient use of online services as well as general feedback regarding patients' experiences of the practice. See Appendix A for the questionnaire.

It was decided that the survey would be carried out at both surgeries with members of the PPG meeting patients face to face and guiding them through the survey. Patients interviewed were asked if they had heard of the PPG and were given an introductory leaflet. See Appendix B.

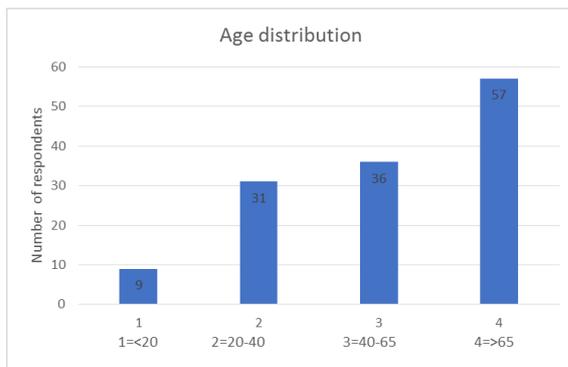
This approach worked very well providing high returns, a good range of patient representation and at the same time raising the profile of the PPG. Almost without exception, patients were very pleased to be asked their opinions and were positive about the personal approach.

Members of the PPG who carried out the survey reported that they had enjoyed meeting patients especially as the response about the practice was so overwhelmingly positive.

A total of 134 patients were interviewed which was within the target range of 100-150 agreed as desirable by the practice and the PPG. Not all respondents completed all sections of the survey so numbers often do not always reflect this figure.

The following figures were obtained

Age distribution:



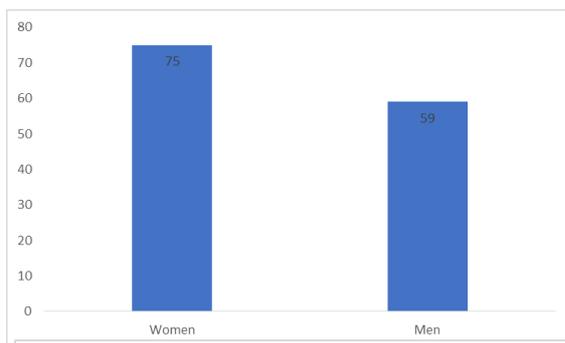
42% of patients taking part were over 65

27% were aged 40-60

21% were aged 20-40

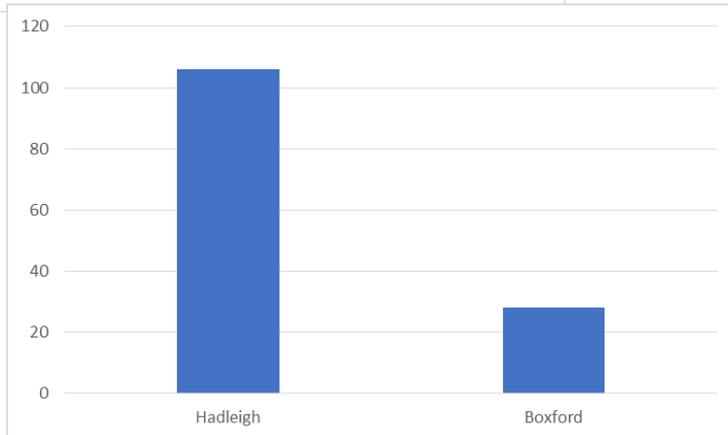
6% were aged younger than 20

Number of males to female patients



44% male to 56% female

Hadleigh to Boxford numbers:



106 for Hadleigh and 28 for Boxford

Comments about the practice

The vast majority of comments received about the practice were very positive which made carrying out the survey a pleasure for PPG members. There were one or two ideas suggested that could be followed up and a few comments that would be difficult to change.

It was felt by PPG members that managing patient expectations following the survey would need addressing.

Patients were asked: What do you like about the practice?

There was a wide range of comments given and they included:

1. The doctors are very good, approachable, and proactive in health guidance and support and listen well. A good experience of a home visit was recognised and praised by one patient.

“Our doctor is very good with S who has learning difficulties”.

“We have had a huge amount of support from the doctor”.

35 patients mentioned the excellence of the doctors specifically.

2. All the doctors and nurses and reception staff were praised. There were some words that were used very frequently to describe the staff including friendly, approachable, helpful and welcoming. Excellent communication between the staff team and patients was also noted.

These details were mentioned by 65 patients.

3. A significant number mentioned the ease of getting an appointment. Patients were very appreciative of the appointment system.

This was mentioned by 45 patients. A further 7 praised the online appointment system

4. The location of the practice and its ease of access and parking were noted by 22 patients.

5. Many of those who took part in the survey rated the practice as excellent providing a good service that was efficient, modern and well organised.

“Give the practice a gold star”

The second practice in Boxford was described by one patient as a huge bonus.

40 patients gave this rating.

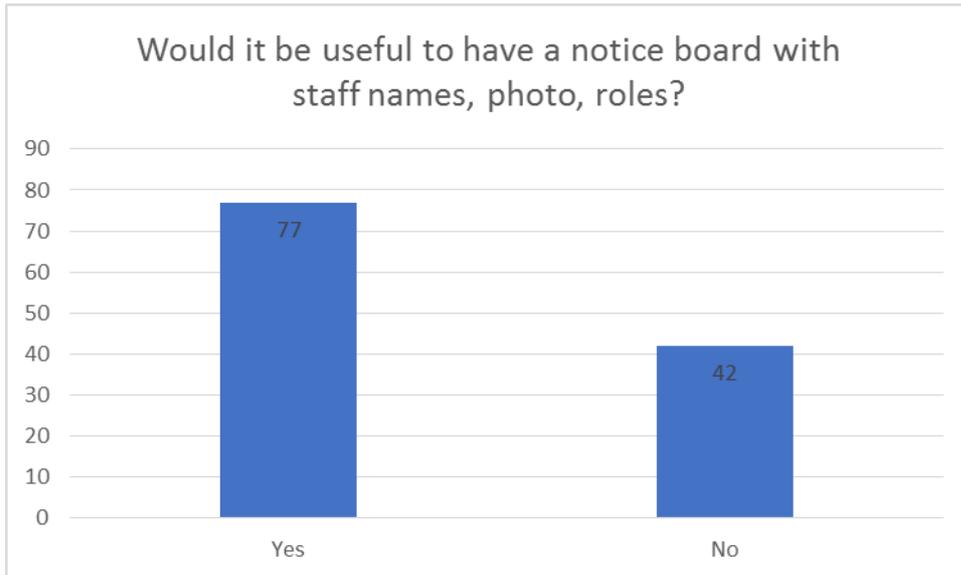
6. The cleanliness, tidiness and the fact the premises are well-maintained **was appreciated by 10 patients.**
7. **8 patients valued the good range of services available** so that everything was easily available and long journeys to the hospital were therefore not necessary. The local diabetic clinic was specifically mentioned.
8. Four other points were raised by single patients and included appreciation of the water machine, the usefulness of the pharmacy next door, appointments generally running on time and the stability of the staff.

The survey asked “would you find it useful to have a notice board with staff names, photograph and their roles?”

64% of those asked said they would find such a notice board useful. Having easy ways by which patients can identify staff is in line with wider NHS policy and the highly successful [‘Hello, My Name is...’ campaign initiated by doctor and patient, Kate Grainger](#) before she died.

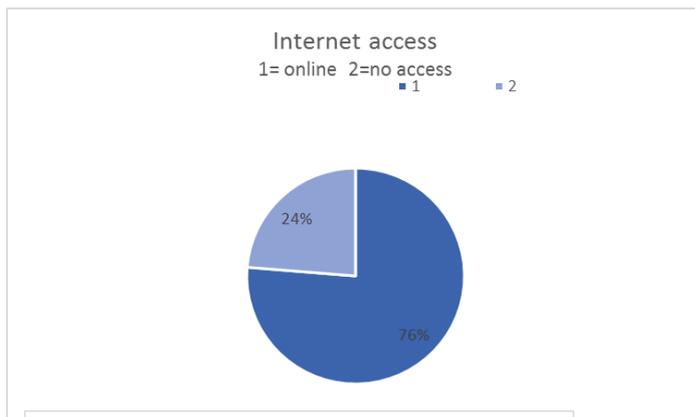
Comments about such a notice board included:

- Definitely photos of the doctors would be most useful
- Yes I would find it useful if there was information about specialisms e.g. women’s health
- It would be nice to know who you are going to see
- Could make patients a bit ‘judgey’
- Would be helpful for those with learning difficulties
- Nice idea
- No-I know everyone anyway!



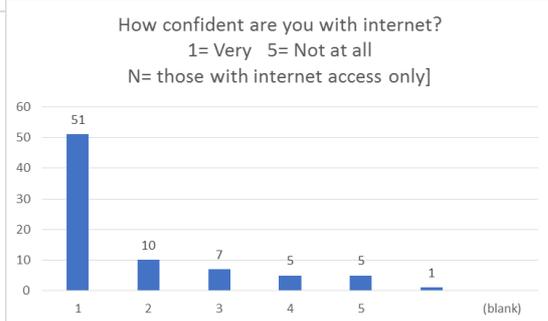
Questions about online services and the use of them

Patients who have internet access



The majority of patients, 76%, have internet access but a significant number, 24% do not.

Confidence with computer



Of the 79 patients with internet access 77% said they were very confident or confident using the computer leaving 23% not confident.

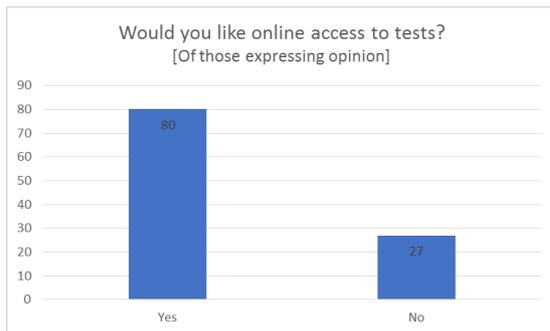
Ordering prescriptions online.



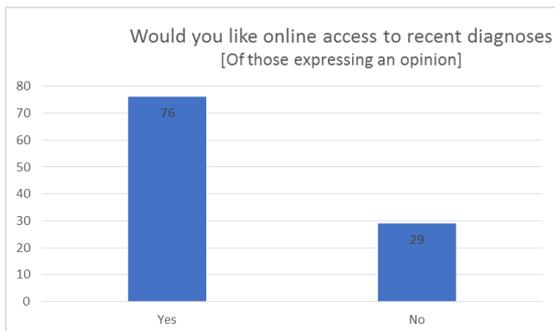
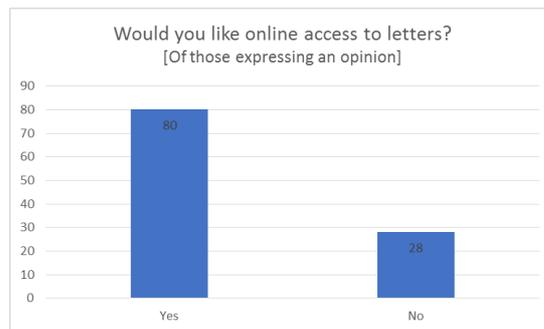
58% of patients thought they would be likely to order prescriptions on line leaving a large number, 42% who thought they wouldn't.

Numbers who would like online access to

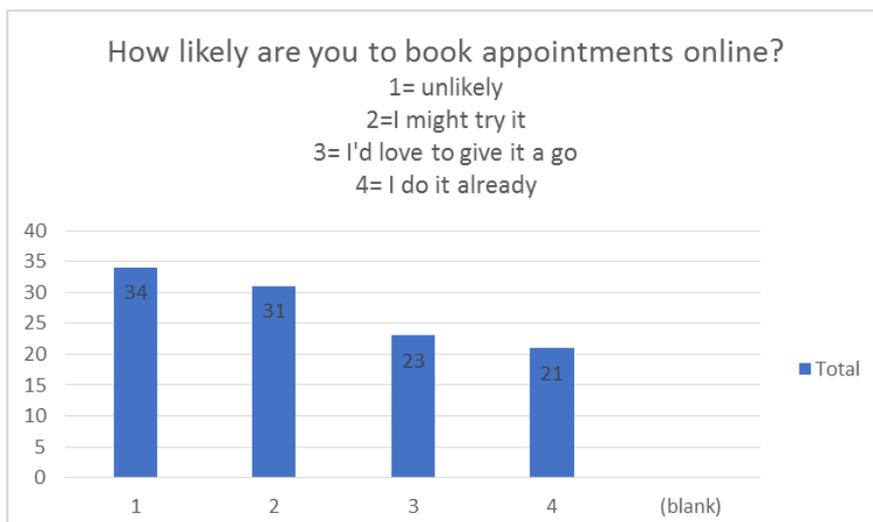
tests



80% of those who expressed an opinion said they would like online access to test results, letters, and almost the same number for diagnoses. 4% of these patients expressed some reservations about diagnoses, preferring the doctor to deliver this information.



Booking appointments online



19 % of patients use online booking, 49 % said they would like to try or give it go, a third, 31% of those asked said they would be unlikely to try.

Would you like training sessions in how to use online services?

31% would like training in accessing online records.



Finally patients were asked “what could the practice do better?”

46 respondents said there was nothing that needed improving and they were very

happy with the way the practice operated.

The main issues raised were:

1. **Car parking** - mentioned by 15 patients. This included 1 respondent who suggested parking for motorbikes, 2 who asked for more disabled parking slots and 1 patient who mentioned the pot-holes.
2. **Appointments** - 10 patients mentioned problems with the 8 a.m. telephone appointment system. 13 patients mentioned difficulty with making appointments. 1 asked for more convenient slots for those who work and another asked for more 7 a.m. appointment times. 1 patient asked for there to be appointments as follow ups.

A point made by 1 patient was that they had experienced great difficulty getting through in the morning to cancel an appointment.

5 patients mentioned that they could not always see their doctor of choice.

One patient mentioned that she was asked if her medical condition was important and she said she didn't know if it was important.

Online appointments - 1 patient had wanted to use the online system but hadn't been successful and another couldn't use the online appointments because they had no internet access. Another parent expressed the view that they did not like their kids to have their own separate logins.

Telephone system - 3 people said they preferred the previous system and 1 patient said they were surprised by the man's voice and put the phone down.

Appointments running late - 3 patients mentioned they would find it helpful to be informed when the doctor was running late.

3. **Clinical governance** - 1 patient was unhappy with the wait to see a consultant.
4. **Opening times of surgery** - 2 patients would like extended times at evenings and weekends
5. **Children's' facilities** - 4 patients felt these needed improving.

Other suggestions were made:

- Provide a visiting podiatrist
- Facilities to perform minor operations would be nice
- Communication sheets on conditions like asthma with emergency numbers would be useful

- The height of the reception desk is demanding especially for those in wheelchairs and for children
- Some children and adults with learning difficulties find it difficult to wait and can become agitated. It would help if they could be seen more quickly.
- Provision of coffee
- Improve communication between surgery and pharmacy
- G.P. surgeries could support secondary and tertiary care.

Conclusion

This was a successful patient survey. A good number of patients' views were obtained and carrying out the survey face to face provided rich information. The vast majority of patients were highly complementary about the practice. The largest positive responses related to the staff, their friendliness and support and the ease of access to them. The service was highly rated.

One of the main aims of the survey was to explore patients' views on the use of online services. Some patients used the online appointment system with most being positive about the experience. As in many practices however, overall use of online booking remains relatively low in spite of the efforts to promote digital access. Some patients had tried and not been successful and others said they would like to try.

When asked if the offer of training sessions by PPG members would be useful there was enough of a positive response for the PPG to aim to make this available.

A majority of respondents wanted to be able to see one or more of aspects of their online record including test results, recent diagnoses and referral/discharge letters. Amongst those who were confident about using the internet this figure was over 80%. Allowing such access is in line with NHS England policy and is specifically required by the 2016/17 GMS contract¹.

There was some caution from a few about looking at diagnoses online because for some patients the support of talking to their doctor in person was preferred allowing discussion about the implications of the diagnosis and the decisions to be made about treatment.

Perhaps quite a surprising number of patients do not have access to the internet and this has significant implications for them and the practice. According to Age UK in a Digital inclusion evidence review (2013) <http://www.ageuk.org.uk/Documents/EN-GB/For-professionals/Research/Age%20UK%20Digital%20Inclusion%20Evidence%20Review%202013.pdf?dtrk=true> factors that most strongly explain the likelihood of an individual aged 55+ using the internet or not in rank order of contribution are:

- Age • Income • Household composition • Self-perceived health status • Sex • Mobility • Asian ethnicity • Memory or ability to concentrate (self-rated). The report gives several recommendations for improving these figures.

Whilst lack of digital access and skills clearly needs to be addressed, the wider appetite for online access is very clear. Practices that have supported and encouraged such access [report positive outcomes](#) for both patients and practice.

The majority of those asked (65%) would like a notice board showing photos of all staff they might meet together with names and roles.

Some would like a larger car park but it is difficult to imagine where the parking space could expand to. There were some comments regarding improvement of the appointment system but the vast majority of those surveyed were realistic and recognised that in these times of scarce resources they are extremely fortunate to have such speedy access to medical attention.

The survey gave patients the opportunity to extend their gratefulness and thanks for such a brilliant service. There was immense praise for the professional and responsive team who take such good care of their wide ranging and demanding medical needs.