

Midway Surgery

Local Patient Participation Group Report and Action Plan 2013/14

Midway Surgery established its Patient Participation Group in 2011. Since that time a total of six patient surveys have been carried out. Some of these have been to help us to establish the profile of the group, others were small surveys to help give focus and direction to the larger surveys carried out. In total 3 larger surveys have been carried out and this report will focus on the most recent of those which was completed in early 2014.

The steps that have been taken to ensure that the group is representative of our patient base are outlined below.

- Advertised the group on the Practice website
- Advertised the group on the Practice Plasma screens in waiting room
- Attached slips about the group and how to join with prescriptions
- Attached slips about the group and how to join with letters
- Gave each doctor and nurse forms to hand to their patients in their consulting rooms
- During flu season forms were left in all waiting rooms for patients to pick up
- Receptionists also handed out forms to patients
- Using so many different methods we hope to reach all ages, genders and ethnic groups and have a PPG that realistically reflects our patient population
- We made additional effort to contact minority groups with letters and emails to try to ensure that the group was a fair reflection of our practice profile
- We currently have 69 active members in our PPG the profile of the group can be found in the PPG page of the website.
- The profile of the group largely matches that of our practice as a whole, we would have liked to have had more representation from certain groups; however every possible effort had been made through all the actions mentioned above to encourage different groups to join.
- As each member signed up they completed an initial very brief survey to give the PPG an idea of what patients priority areas were.

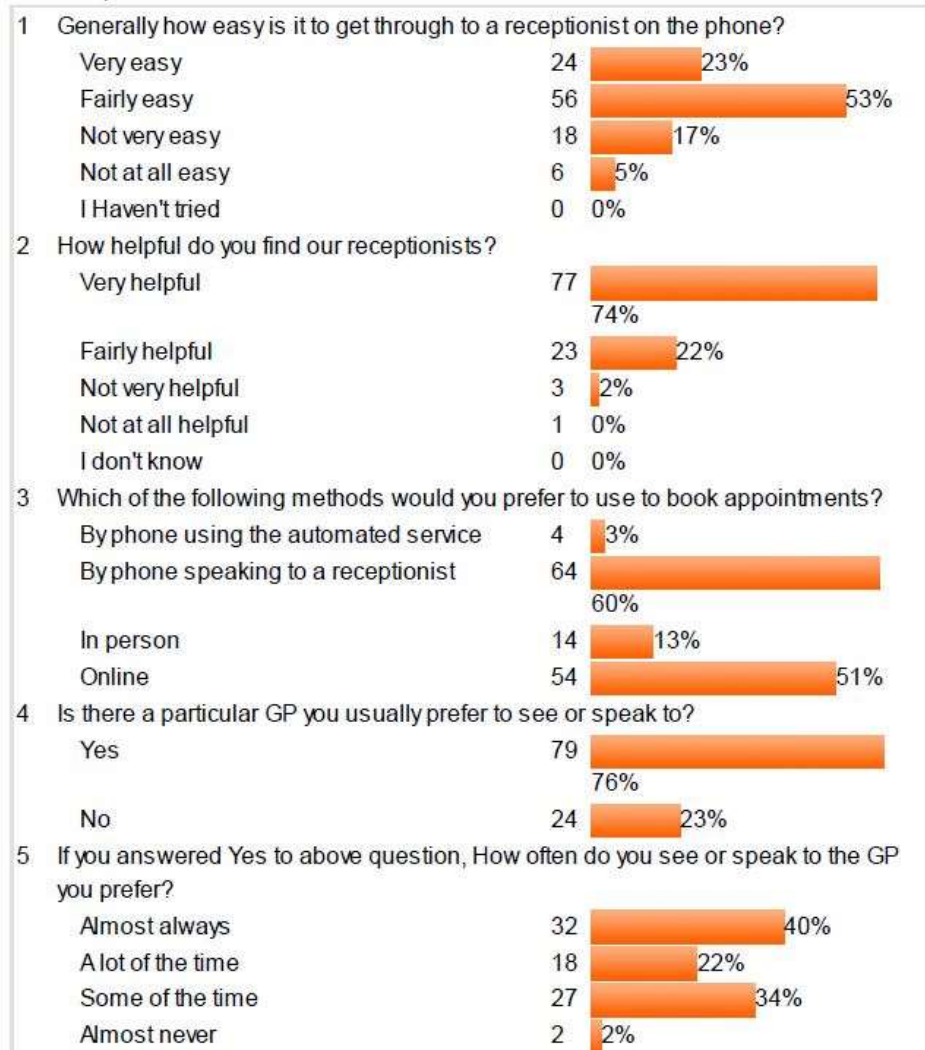
The membership is regularly checked to ensure that all members are active patients of the surgery. At this stage an initial survey was sent to group members only to ask them what they feel the priorities are that we should focus on this year and what they would like the survey to focus on. We received 33 responses to this survey and the outcome is detailed below.

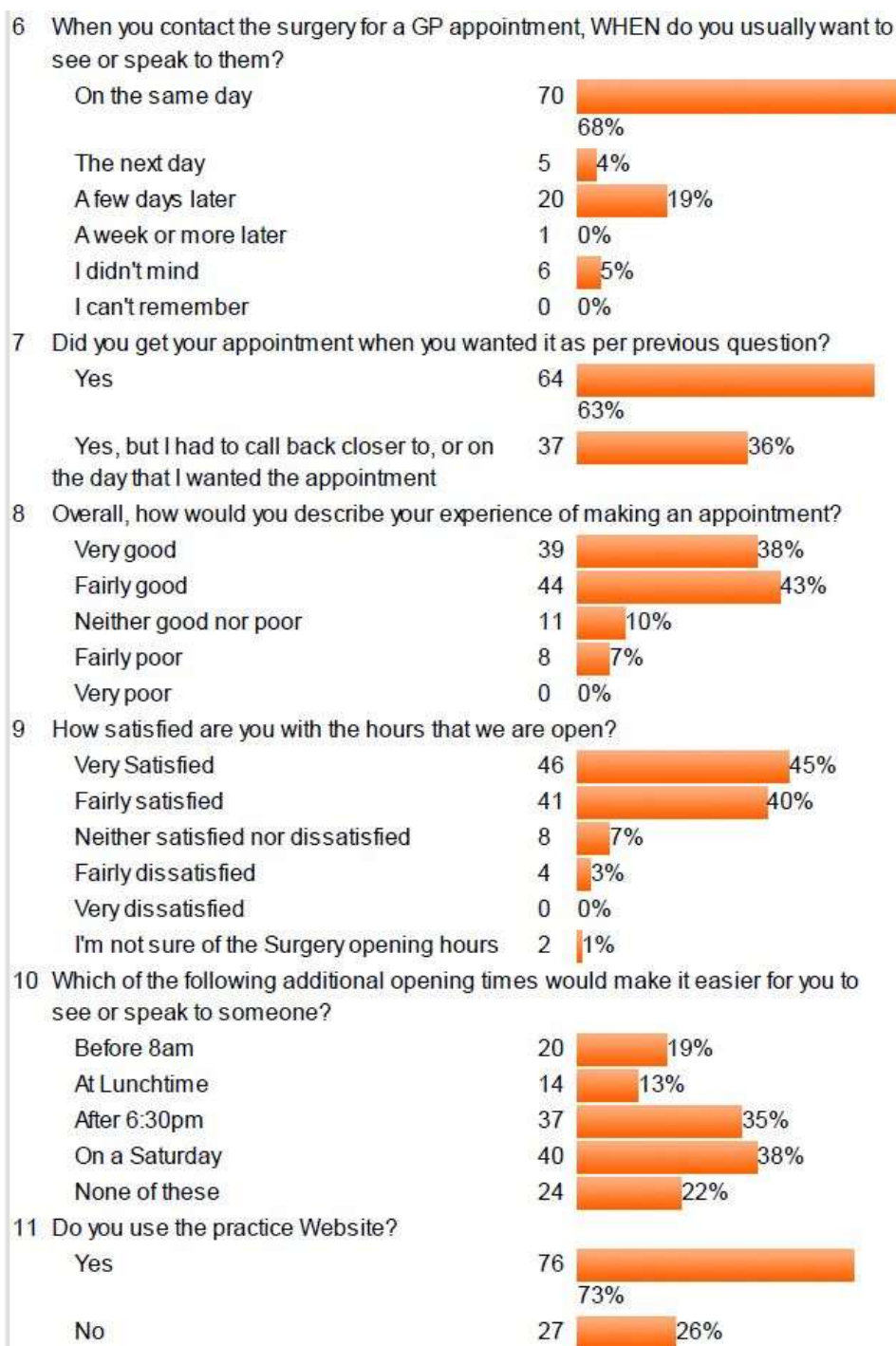


The results showed that 78% of respondents from the group wanted us to focus on access to appointments. After further discussion with some group members a survey was agreed that focussed on this area. The results of the survey are detailed below. We opened the survey to all patients' not just PPG members to ensure that everyone had a chance to give feedback. In total we received 105 responses. We gave people the option to complete the survey online or manually on paper so that anyone not familiar with computers could also take part in the survey.

Analysis of Survey6

Total responses: 105







Overall we were very happy with the results of the survey and felt that the feedback was very positive. As a result of the survey results we are now taking the following actions.

51% of respondents said their preferred method of booking an appointment was online, this has increased a lot and shows us that we need to make more appointments available online and also increase that variety of appointments that are available to book online, for instance add nurses appointments.

It is clear from the survey results that the majority of patients want to be seen on the day that they phone the surgery, we will increase the number of book on the day appointments as a result of this.

A total of 85% of our patients were either very or fairly satisfied with our opening hours, although 38% also said they would like Saturday opening. We currently open one Saturday a month. We have agreed that we will review this and see if it can be increased to alternate Saturdays and in addition make sure that we further publicise our Saturday opening as some patients still seem to be unaware of it.

A further finding from the survey was that 72% of respondents would like to be able to access their test results online. We now plan to activate this facility via our website. This will take around 3 months to implement and train Practice staff but should be available by summer 2014.

Our current opening hours are:

Monday - Friday 8.30am - 6.30pm

Saturday (First Saturday, every month) 8.00am - 9.15am

Extended Hours

Mon and Tues 6.30pm - 7.30pm

Friday 7.15am - 8.00am