

## Action Plan & Practice Survey Results 2013-14

### Patient Group

Here at Westfield Surgery we have a virtual Patient Participation Group. This was started in 2011. To ensure we had fair representation for our group we ran a search of all patients born in the month of January who had an odd numbered age and were over the age of 16. These patients were contacted and asked if they would like to become members of our virtual group. Out of the 120 contacted 26 said they would. A link was also added to our website and patients asked to contact us if they wished to become a member. We have had 2 new members join the group this year.

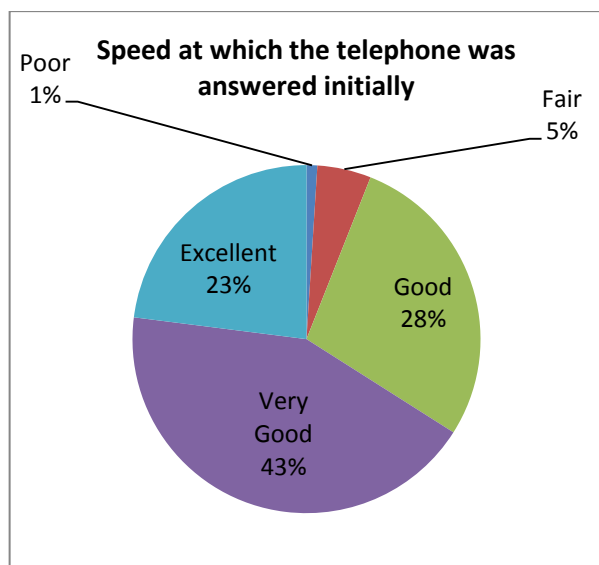
Ideas that were suggested this year by the PPG were to include in addition to the normal questions about access to a GP the care and information that patients receive from the staff that are attached to the surgery e.g. the Practice Nurses, District Nursing Team, Health Visiting Team, Reception Team and the Out of Hours Service. An additional question was also to ask how many were aware of the NHS Choices Website.

With this in mind we compiled our survey and the results are detailed below.

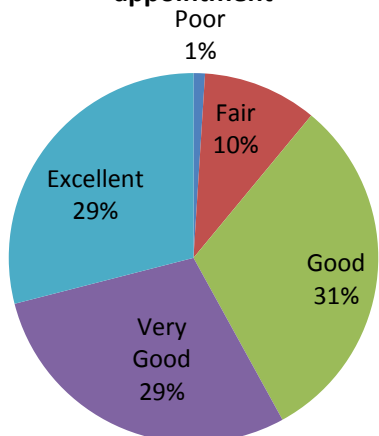
The survey was completed by 100 patients selected at random across a specific week.

Age Range:		Gender		Aware of NHS Choices		How often do you attend	
Under 25	10	Male	22	Yes	39	Regularly	30
25 – 40	32	Female	67	No	50	Occasionally	48
40 – 55	24					Rarely	11
55 – 70	17						
Over 70	6						
Not Indicated	11						

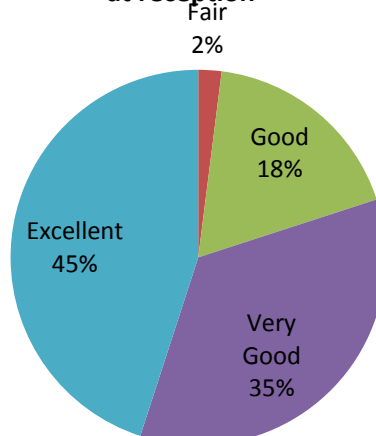
### Access to a Doctor



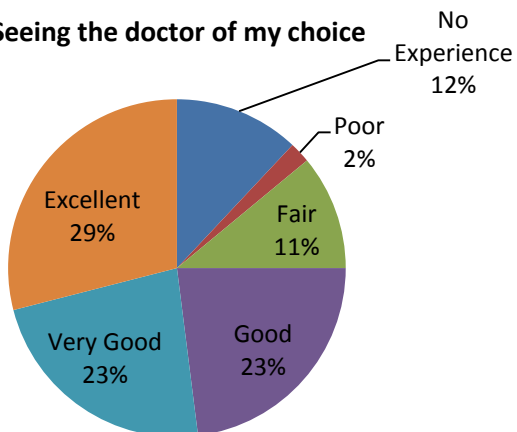
**Convenience of day and time of your appointment**



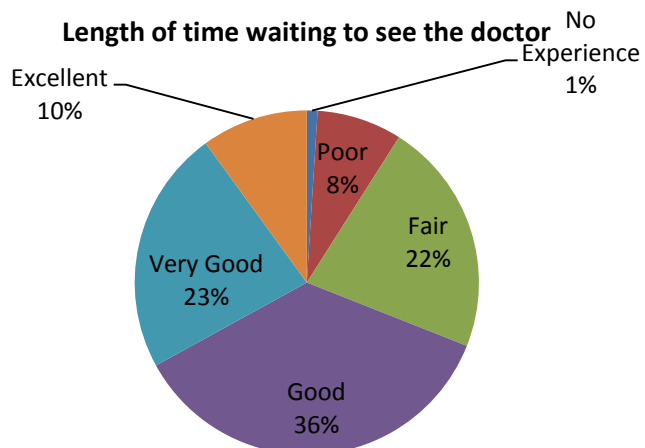
**Length of time waiting to check in at reception**



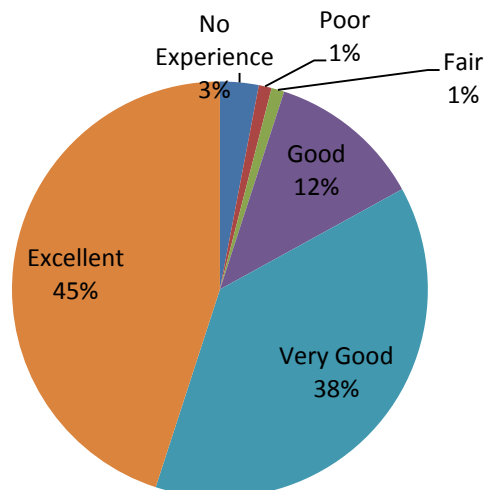
**Seeing the doctor of my choice**



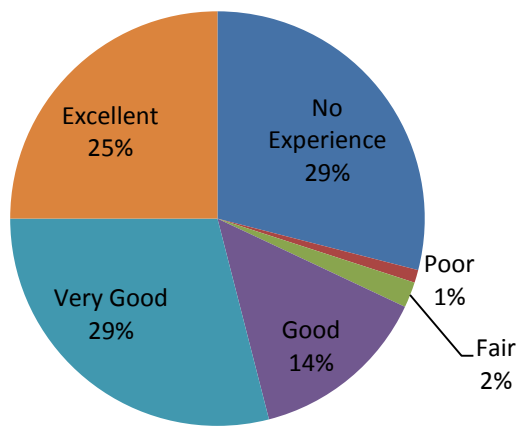
**Length of time waiting to see the doctor**



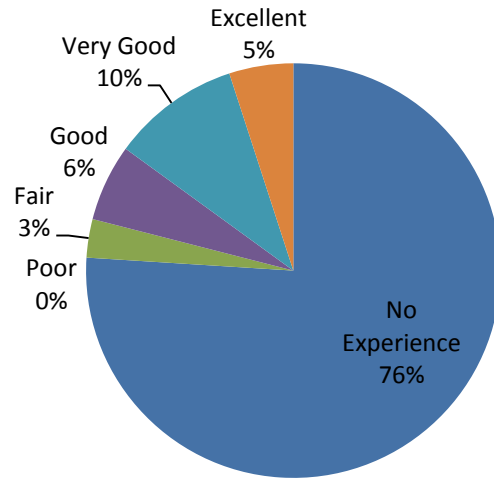
**The last time I visited the doctor they were patient, caring and concerned about my problem**



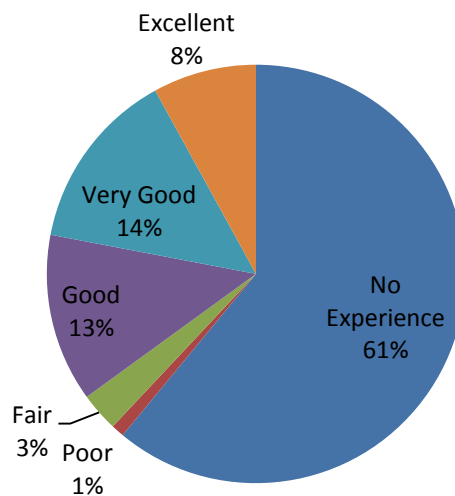
**Opportunity of speaking to a doctor on the telephone when necessary**



**Opportunity of obtaining a home visit when necessary**



**Level of satisfaction with the out of hours service**

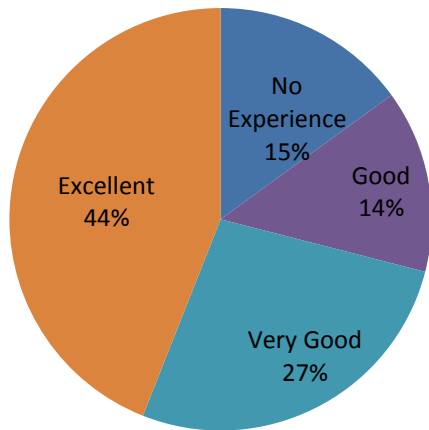


**Access Comments:**

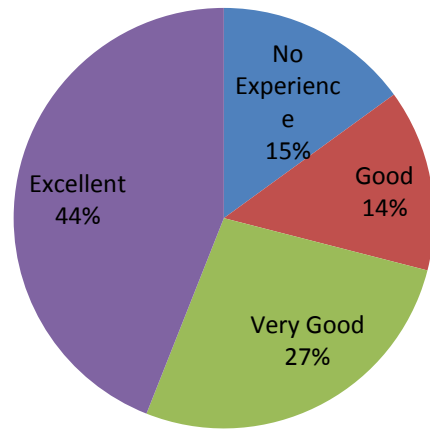
I don't mind waiting to see the GP when they give me the attention I need.  
 Can be annoying having to wait over 30 minutes to be seen after my appointment time.  
 Good that you can get an emergency appointment when you need one and the Doctors are great and really look after you.  
 Not being seen on time.  
 Getting an appointment is easy.  
 Very flexible appointment times and we feel well cared for and our concerns taken seriously.  
 Sometimes hard to get through on a Monday morning but I appreciate that this is a busy time.  
 My only comment is having to wait sometimes to be seen.  
 Good that a child can always be seen by a GP in an emergency.

## Obtaining a Repeat Prescription

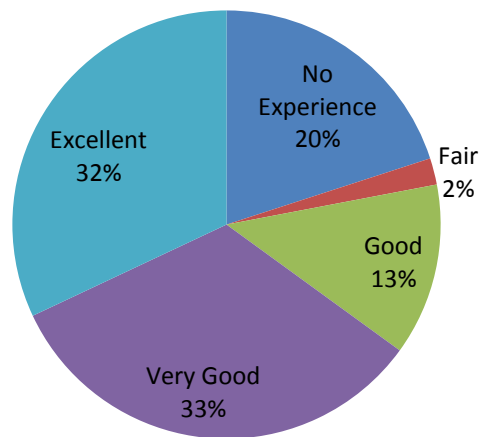
Prescription ready on time



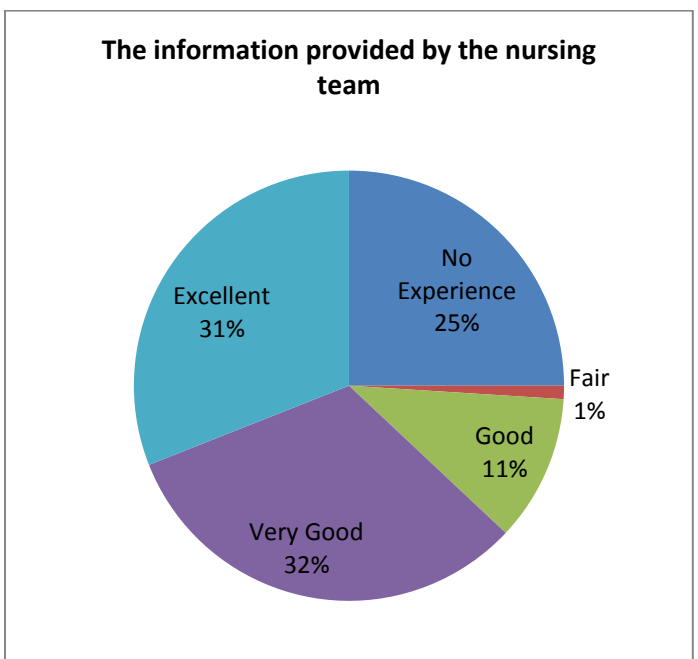
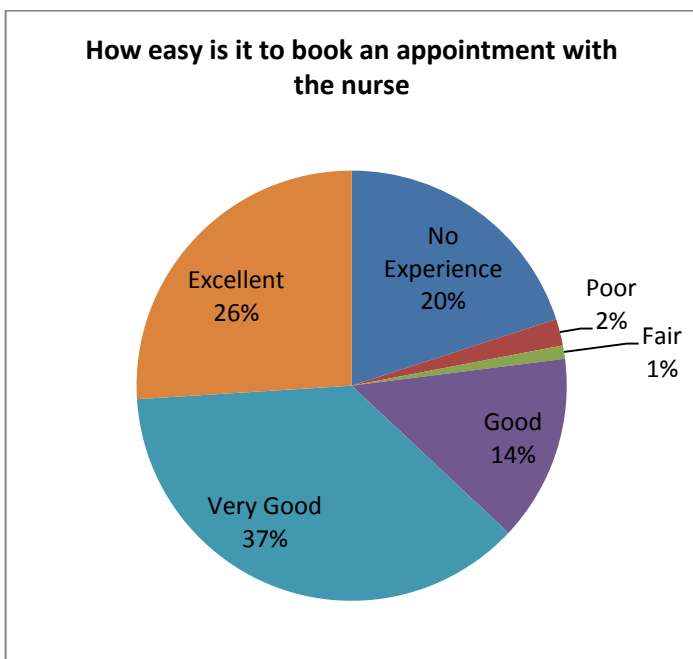
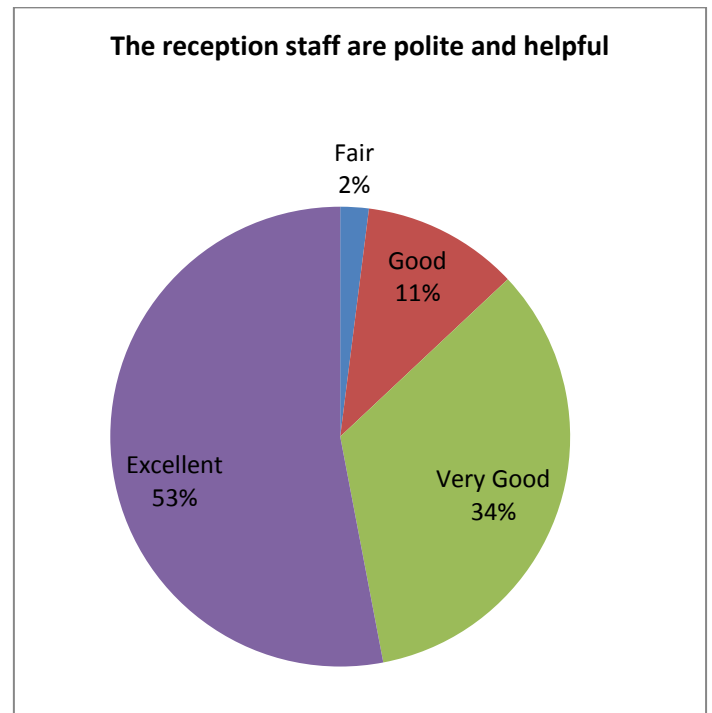
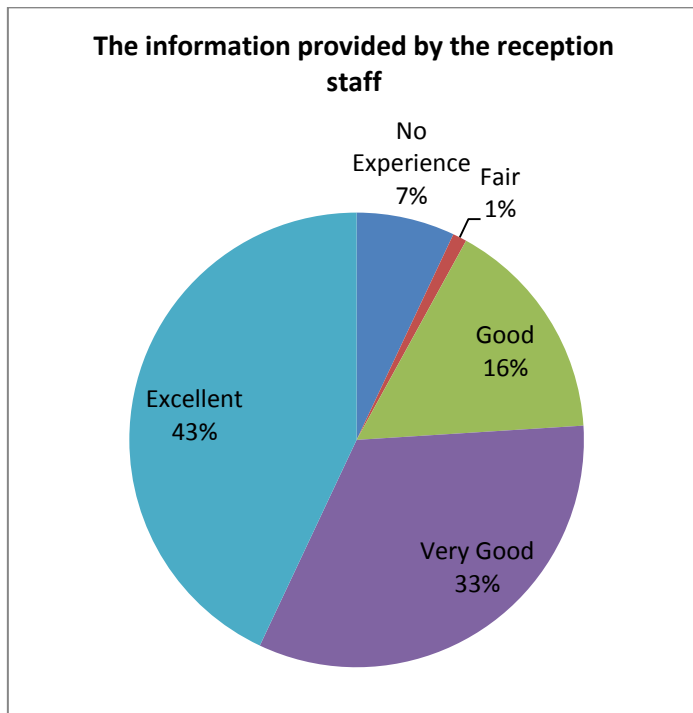
Precription correctly issued



Handling of any queries



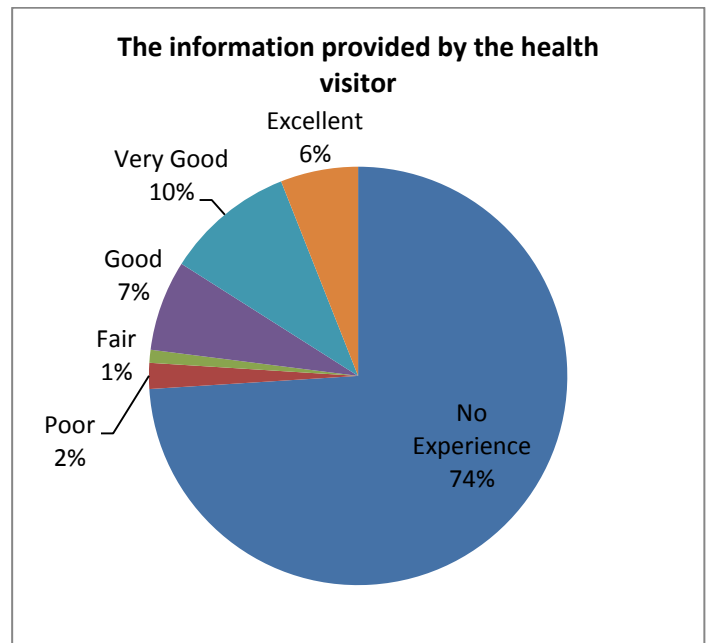
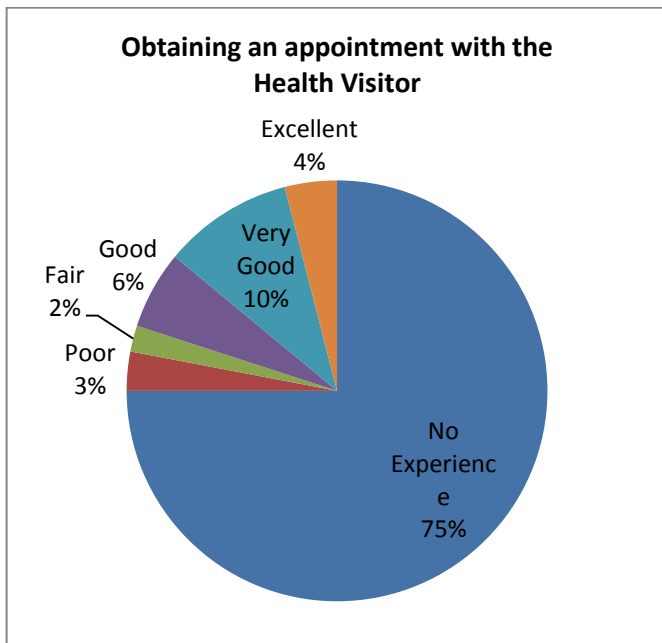
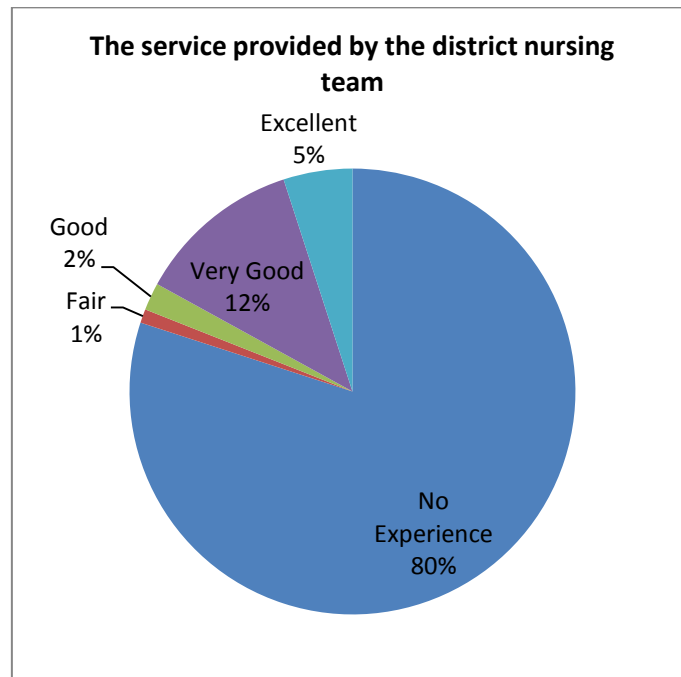
## About Practice Staff



### Comments about the Practice Staff:

Receptionists very helpful  
Receptionist extremely helpful and polite

## About the Attached Staff



### Comments about the Attached Staff:

Poor service so far with the Health Visitor not showing up to appointments arranged.  
Would be helpful to have a Health Visitor clinic at the surgery at the same time as the Immunisation clinics

## And Finally



### Overall Comments:

Very happy with the service I receive from the GPs

Fabulous

Recently joined the surgery – everyone seems very helpful

All staff polite, kind and knowledgeable.

All Staff, Doctors & Nurses very helpful, the best surgery I know everything is done as fast as they can.

Excellent service provided.

### Summary:

Overall the Practice has scored well in all areas and patients seem to be happy with the care and quality of the service we provide. We will endeavour to keep up this standard of care for our patients. The main area of concern that needs to be addressed is the GP running late. This seems to be a pattern and the main reason appears to be patients bringing more than one problem to the consultation.

Our list size continues to grow and indicates that patients are satisfied with the service we provide. We are open Monday to Friday 8.00am – 6.30pm and we continue to offer extended hours with one late night a week and two Saturday's a month on a rota basis.

### Plan:

After discussion as there seems to be a pattern of the GP running late it has been decided therefore that patients who bring several problems to one consultation will be asked to book another routine appointment and the GP will deal with the most relevant and urgent problem in the first appointment. With overloading a consultation this does run the risk of the more serious matter not being dealt with promptly.

To include in our next newsletter the survey results and the NHS Choices website with a brief outline of what information is available.

Practice population profile		PRG profile group		PRG profile virtual group	
Number of patients		Number in the face to face group		Number in the virtual email group	
4136		0		26	
Age					
% Under 16	25	% Under 16	0	% Under 16	0
% 17 – 24	12	% 17 – 24	0	% 17 – 24	4
% 25 – 34	13	% 25 – 34	0	% 25 – 34	0
% 35 – 44	15	% 35 – 44	0	% 35 – 44	12
% 45 – 54	15	% 45 – 54	0	% 45 – 54	19
% 55 – 64	10	% 55 – 64	0	% 55 – 64	12
% 65 – 74	6	% 65 – 74	0	% 65 – 74	19
% 75 – 84	3	% 75 – 84	0	% 75 – 84	19
% Over 84	1	% Over 84	0	% Over 84	15

Male 49%

Male 50%

Female 51%

Female 50%

Ethnicity

96% White British

100% White British

4% White & Black Caribbean

We believe this to be fully representative of the practice population covering most age groups and that 96% of patients living in the area are White British.