

**THE GUYWOOD PRACTICE – DR RAINA PATEL
PATIENT PARTICIPATION GROUP REPORT 2011 – 12**

We first started our PPG in April, 2011 by handing slips out on reception asking patients to participate. Our first meeting was held in May, 2011 where 6 people attended. Undeterred the meeting was held and the group discussed the questions that they felt were relevant for a patient survey, at the same time a mission statement was produced - "Your chance to become involved – Your chance to make a difference" and a chairperson was elected. The survey was posted on the website and the areas covered included appointments, opening & waiting times which the group felt were the main topics for discussion.

Our next meeting was held in July, 2011 and although 8 patients attended it became apparent that holding meetings was not the way forward. The group then decided on a virtual patient representative group and also ways to advertise the group more, which included:

1. Putting posters up in local public places
2. Adding another notice board in the corridor outside the GP / Nurses room
3. Doctor / Nurse asking patients opportunistically if they were interested
4. Advertising the group more on the website and adding a newsletter
5. Word of mouth
6. Putting up new notice boards in reception
7. Adding messages onto prescriptions
8. Asking patients for their e-mail address
9. Printing a newsletter
10. Including a PPG letter in with the new patient pack

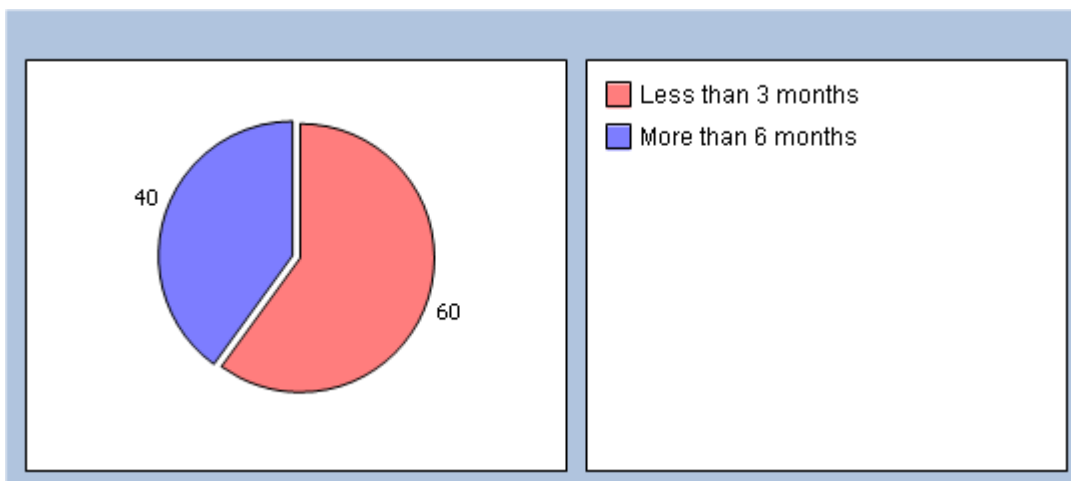
During this meeting the group agreed to have 'themed' months which they thought would be helpful to the patients. They arranged to hold a flu initiative during the flu campaign as they felt that this was a good way of communicating & targeting the patients in trying to get them involved with the group. The survey results were discussed and were disappointing as only 5 responses had been received.



Excel Report Number of Responses: 5

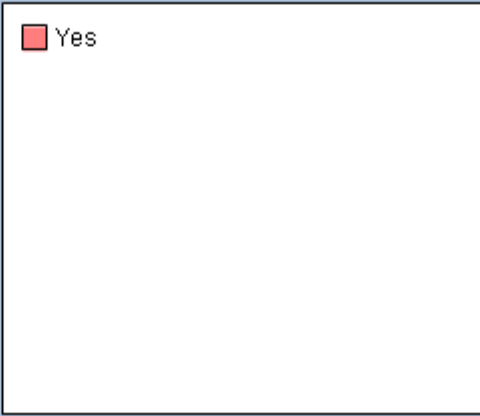
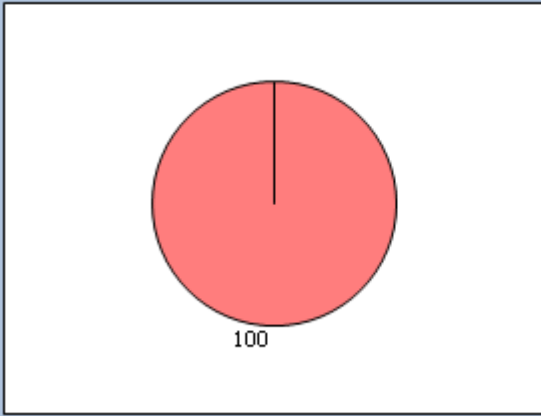
When was the last time you made an appointment to see a doctor?

Less than 3 months **60%**
More than 3 months but less than 6 months **0%**
More than 6 months **40%**



Are you satisfied with how easy it was to get through to the surgery?

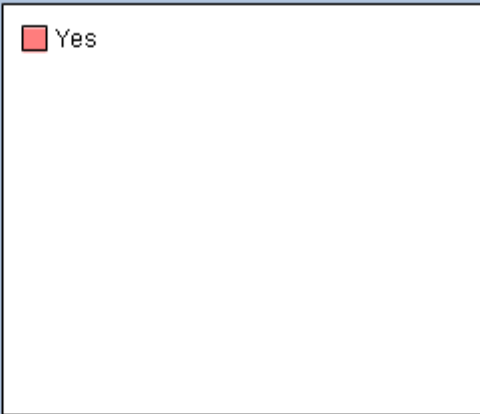
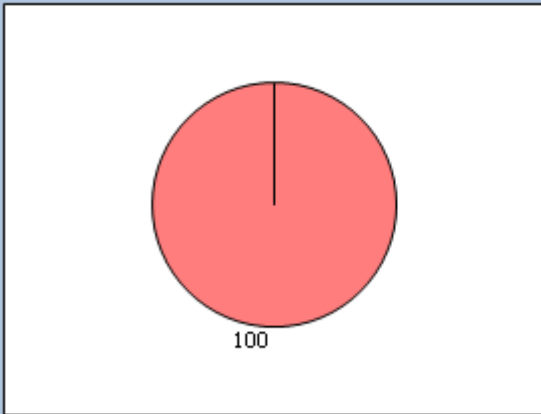
Yes **100%**
No **0%**



Was the receptionist helpful and polite when you got through on the phone?

Yes **100%**

No **0%**

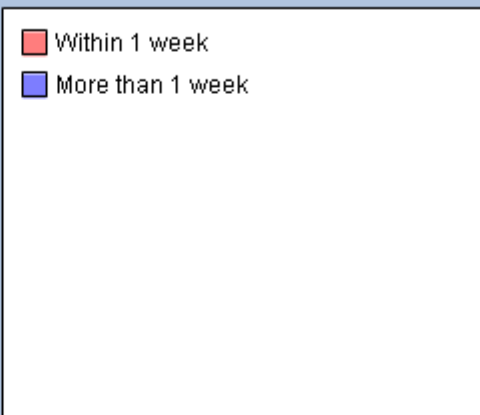
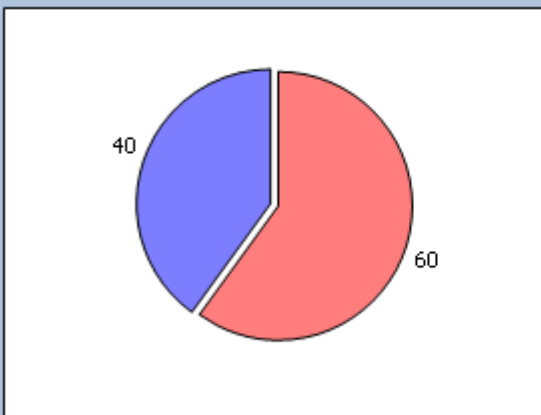


If 'no' please give details:

Last time you tried to get a non-urgent appointment was the appointment:

Within 1 week **60%**

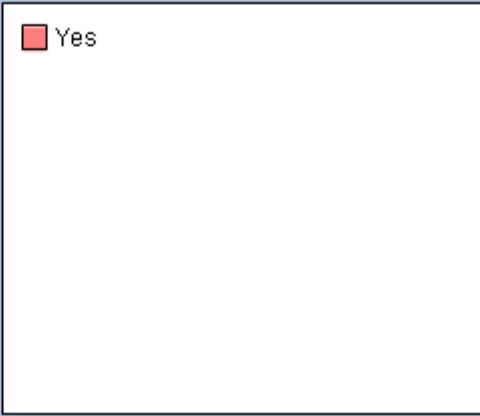
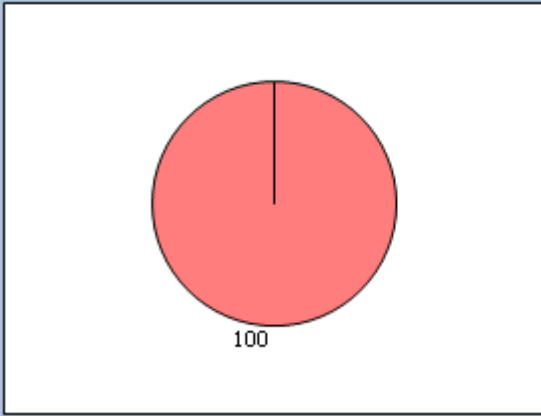
More than 1 week **40%**



Are you satisfied with the surgery opening times?

Yes **100%**

No **0%**

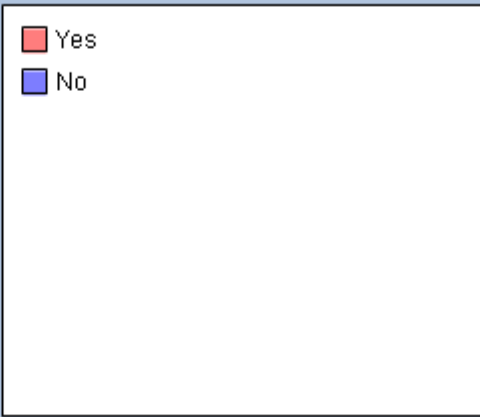
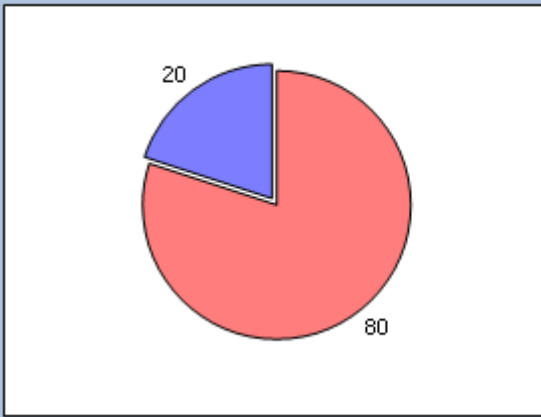


If you are not satisfied please give details:

Are you aware we have late evening & Saturday morning appointments once a month?

Yes **80%**

No **20%**



Thank you for completing the survey

1) Age

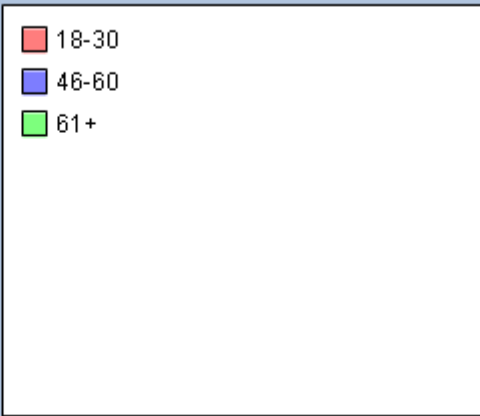
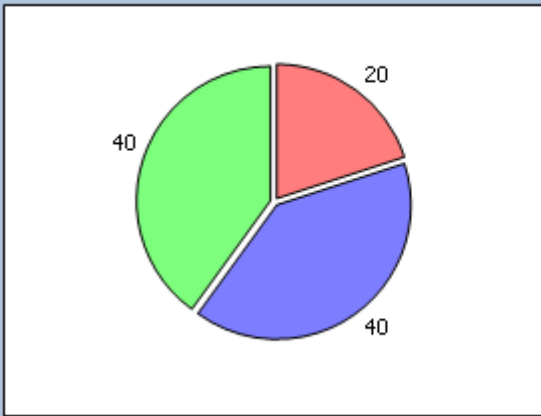
Under 18 **0%**

18-30 **20%**

31-45 **0%**

46-60 **40%**

61+ **40%**



2) Gender

Male **40%**

Female **60%**

The second survey we produced was posted onto the website and handed out by reception staff. This was to enable us to obtain a bigger picture. Results are detailed below:

Guywood Practice Patient Survey conducted between 5th – 9th March, 2012 42 responses received	Poor	Fair	Good	Very Good	Excellent	% of answered questions
About the Practice						
Practice opening hours		3	15	14	10	42
Telephone access		1	11	16	11	39
Satisfaction with appointment made		6	12	3	13	34
Chances of seeing doctor in 48 hours		7	15	10	9	41
Waiting area comfort level		3	17	11	11	42
Respect shown for your privacy/confidentiality			9	17	16	42
Waiting time to see doctor	1	9	15	13	3	41
About the Doctors						
Satisfaction with doctor		1	7	13	21	42
Warmth of doctor's greeting	1	1	2	14	22	40
Ability to listen	1	1	3	16	20	41
Doctor's explanation	1	2	3	17	19	42
Reassurance by doctor	1	1	4	17	19	42
Confidence in doctor's ability	1	1	3	19	17	41
Time to express myself	1	1	3	15	21	41
Respect shown by doctor		1	5	15	20	41
Time given to explain		3	3	14	22	42
Doctor's advice rating		4	3	11	17	35
About the nurse/health care assistants						
Satisfaction with visit to the nurse			5	14	22	41
Warmth of greeting			4	16	22	42

			4	12	23	39
Ability to listen			4	14	22	40
Explanation of things			6	15	18	39
Confidence in nurse's ability			4	16	20	40
Respect shown by nurse			6	14	19	39
Amount of time given			4	14	18	36
Treatment given						
About the Staff						
Treatment by reception staff		1	3	11	24	39
Information provided by practice		1	6	17	17	41
Opportunity to complain		2	1	3		6
Illness prevention		2	7	12	14	35
Reminder system for health checks etc	1	2	8	10	17	38
Practice respect for right to 2nd opinion		1	7	9	16	33
Overall satisfaction with practice		1	4	16	21	42

From the survey & also speaking to patients three main areas of concern were expressed:

1. *Not being able to get an appointment with the doctor of your choice*
2. *Preference for a male GP*
3. *Reminding patients of appointments / health check reviews*

Our response to the above:

1. *Dr Patel is going to trial open surgeries within the near future. Patients will be notified when discussions have been finalised.*
2. *As patients are aware we are in the process of change and all suggestions re this issue will be taken into consideration.*
3. *This is now being done by the use of sms messaging.*

An AGM was held by the group in March to review the past year and to discuss the future.

- *It was agreed that the aims of the group was to offer opinions in a constructive manner and to put forward ideas on behalf of other patients.*
- *The group were very positive and agreed to promote both groups to gain more members.*
- *Their aim in the future is to address more health related issues for example a suggestion was to set up a walking group and also an exercise & diet advice group for patients who for various reasons are unable to attend gyms or slimming clubs.*
- *To improve communication between the surgery, patients and the wider community about matters concerning the surgery and health in general.*
- *To provide assistance in the development of any new services*
- *To encourage a spirit of self help and support amongst patients in order to improve their health & social care*



urgery Opening Hours

	Opening Times
Monday	08:30 - 19:00
Tuesday	08:30 - 19:00
Wednesday	08:30 - 14:00
Thursday	08:30 - 19:00
Friday	08:30 - 18:30
Weekend	<i>closed</i>

Once a month we have a Saturday morning surgery & a late evening surgery until 8pm mainly for workers please ask for details from reception telephone no: 0161 426 5242.

For administration work, between 1 and 2pm Monday to Friday, calls go to the emergency out-of-hours service - during those times patients can still come to the surgery and see our reception team in person.

A copy of this report has been posted onto the practice website and notice boards.