

Report on Stamford Hill Group Practice Patient Participation Survey 2013

1. Aims and objectives

- 1.1 To conduct a survey with the input of the Patient Participation Group (PPG) to explore how services could be developed to improve the patient experience.

2. Methodology

- 2.1 Draft a survey with reference to previous year's survey.
- 2.2 At PPG meeting on 27th January 2014 a draft was presented and suggestions and improvements on the content and distribution were made by the PPG.
- 2.3 Stamford Hill Group Practice's PPG consists of 12 members, 11 women and 1 man. Their ages range from 44 to 86 years of age and are from a variety of religious and ethnic backgrounds. 50% of our population is Orthodox Jewish and this is reflected in the group. We decided to keep the membership number at fewer than 12 as it was felt the group would not be able to function productively if it was larger. It meets at the practice approximately every three to four months.
- 2.4 Between the 1st April 2013 and 31st March 2014 the PPG met on 14th January 2013, 4th March 2013, 25th November 2013, 27th January 2014 and 17th March 2014.
- 2.5 **Structure suggestions:**
 - The group members felt the survey for this year should be the same as last year for ease of comparison of results.
 - The only question that should be different being the question about telephone answering. This question referred to the new telephone system last year so needs amending.
 - The group also wanted to remove the question about recommending a friend as they felt this was not relevant as our list is currently closed. The meeting agreed to substitute a question about overall satisfaction with the practice.
- Distribution suggestions:**
 - The group asked that the survey be handed out to every patient who attended the practice during the collection period.
 - Like last year post out a number of surveys to patients who do not regularly consult. (Anonymous minutes are available)
- 2.6 These suggestions were then collated into a final draft of the survey.
- 2.7 To advertise the survey posters were put up in the surgery, receptionists informed patients attending the surgery, an article was placed in the practice newsletter and on the website.

- 2.8 Commencing on Monday 3rd February 2014 until Wednesday 12th February 2014 reception staff invited every patient attending the practice to complete a survey. Copies of the survey were also placed on a table in the reception area with a box to put completed surveys in, as needed this pile was restocked. Patients could also complete the survey anonymously via the practice website.
- 2.9 In order to ensure balance a computer search was carried out to identify a random sample of 50 patients who had not attended the surgery for two years. These patients were sent a copy of the survey with a stamped addressed envelope for them to return it in.
- 2.10 The survey was also sent to all members of the PPG.
- 2.11 The practice received a total of 208 responses during the completion period.

3. Summary of Results and comparison to previous year's

- 56% rated the speed of telephone answering as Good, Very Good or Excellent as compared to 30% last year.
- 80% of those who had seen the website rated the content as Good, Very Good or Excellent as compared to 20% last year.
- 30% of respondents rated the manner of our reception team as Excellent compared to only 19% last year
- 84%% rated the manner of the reception team "good" or above. This is an increase from 69% in the previous year.
- 80% rated the helpfulness of the reception team as "good" or above. This is an increase from 72% in the previous survey.
- The number of respondents who rated our Respect for Confidentiality as Good or above has risen from 72% last year to 89% this year.

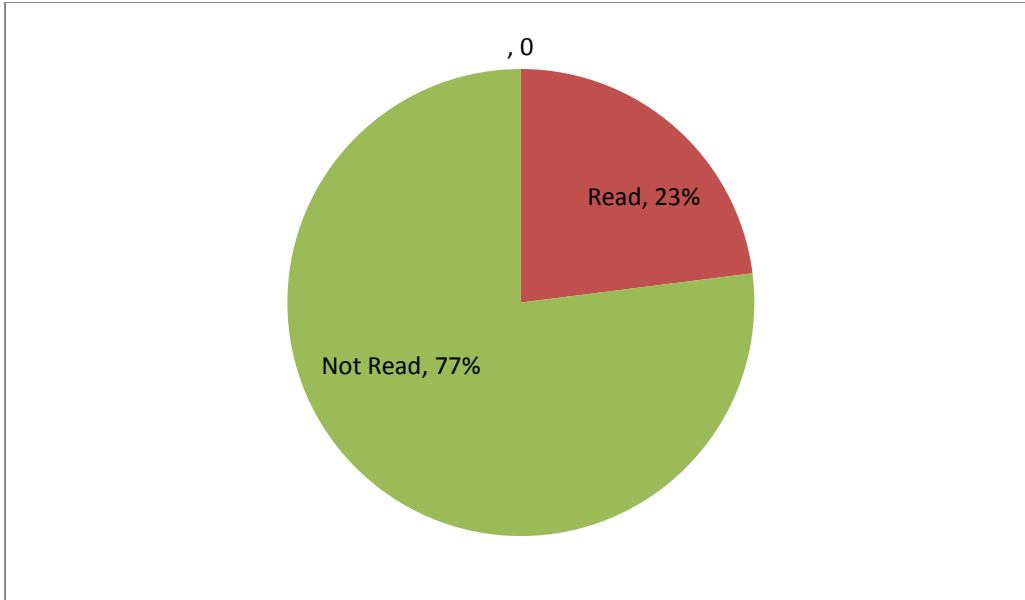
4. Detailed Results

1. Newsletter

1a. Have you read a copy of our newsletter?

23% Yes

77% No



1b. How useful do you rate our newsletter?

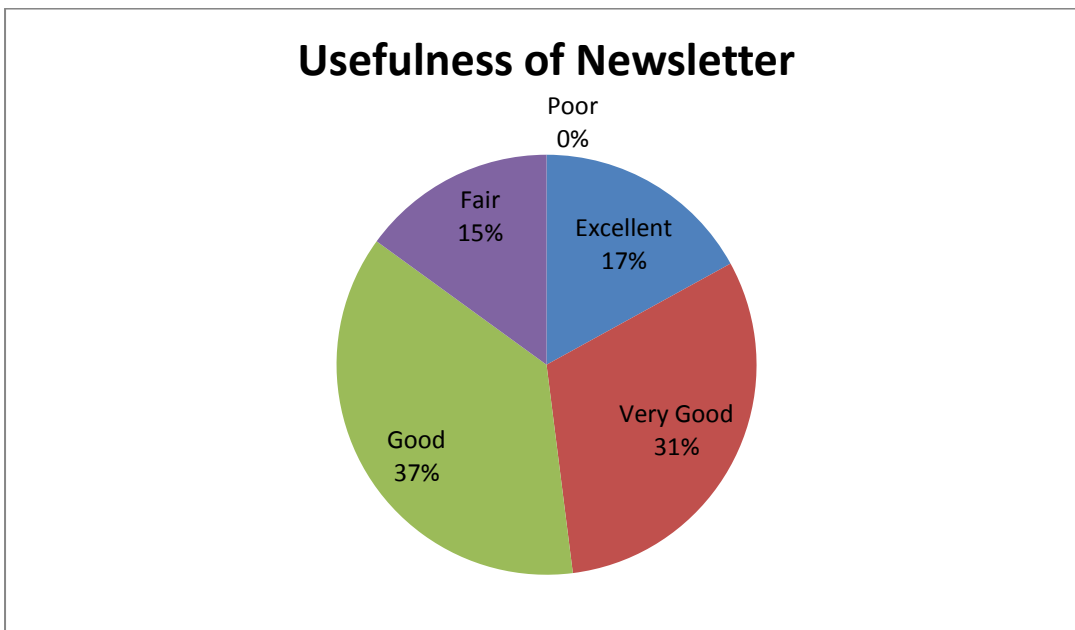
17% Excellent

31% Very Good

37% Good

15% Fair

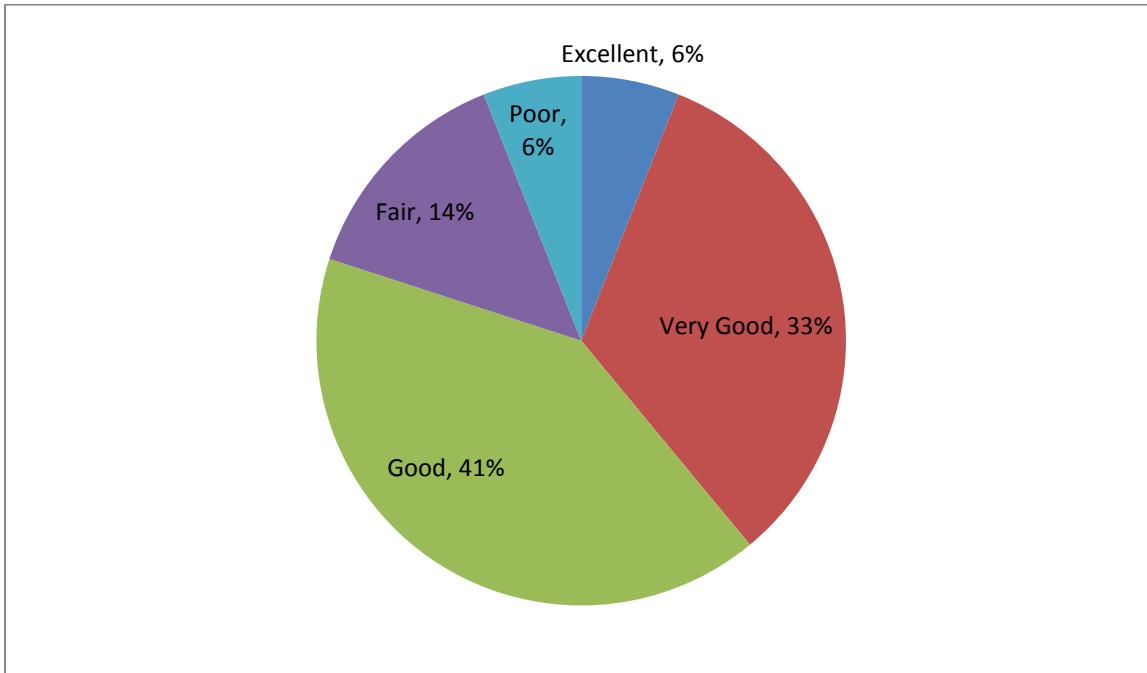
0% Poor



2. Website

2a. How would you rate the information available on the website?

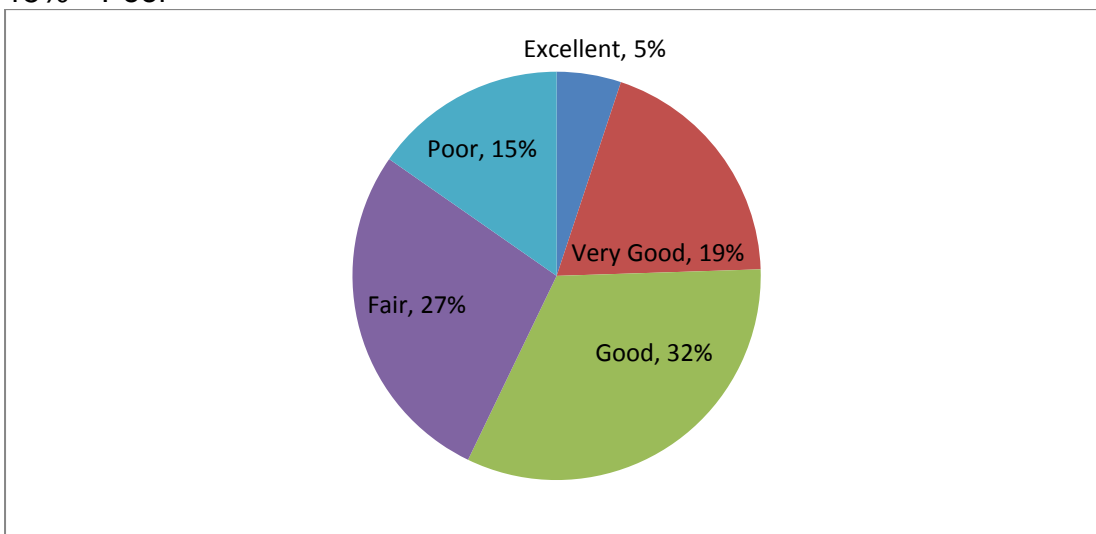
6% Poor
14% Fair
41% Good
33% Very Good
6% Excellent



3. Telephone

3a. If you have telephoned the surgery within the last year how would you rate the speed with which your telephone call was answered?

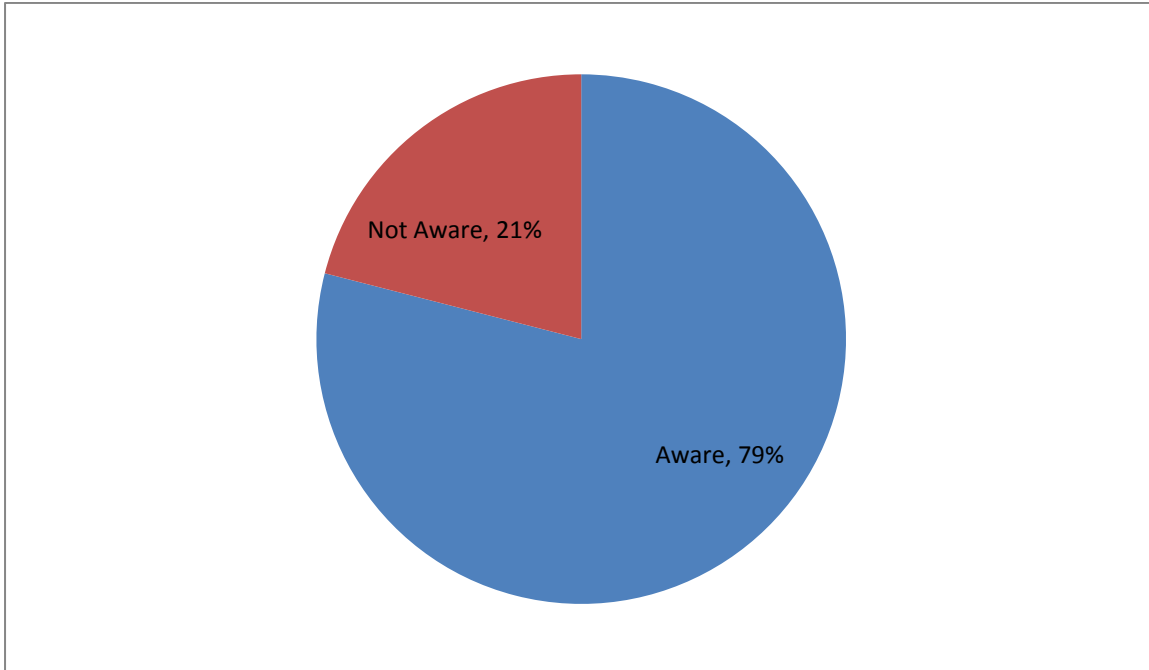
5% Excellent
19% Very good
32% Good
27% Fair
15% Poor



4. Appointments

4a. Are you aware appointments can be made on the day, two days or a week in advance?

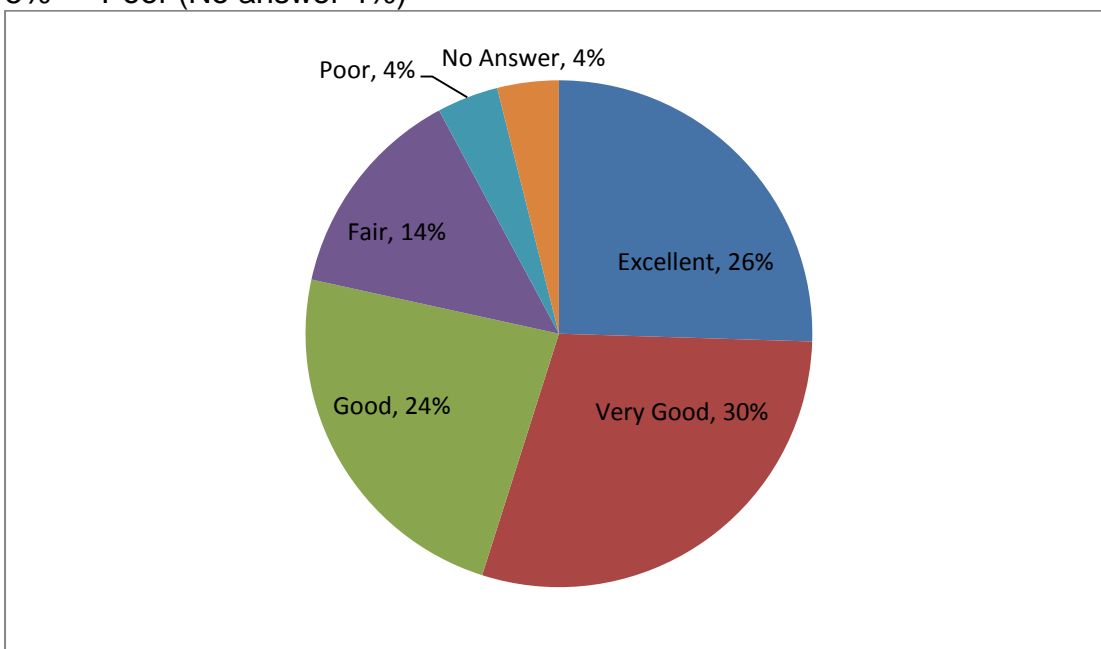
79% Yes
21% No



5. Reception

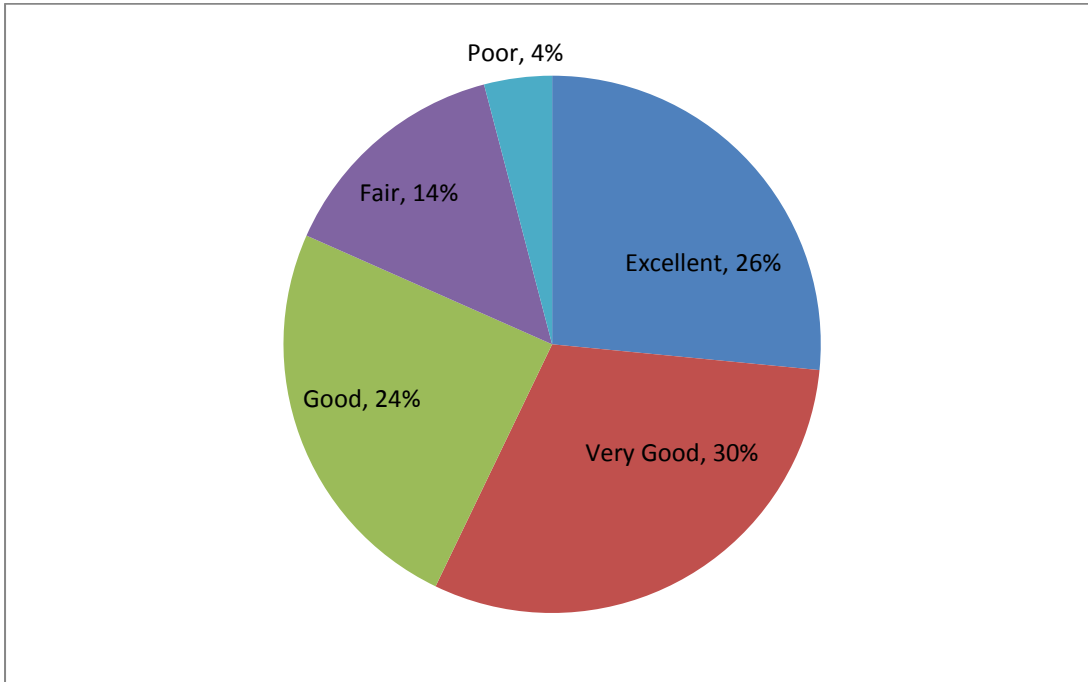
5a. How do you rate the manner with which you are treated by the reception team?

30% Excellent
26% Very Good
28% Good
9% Fair
5% Poor (No answer 4%)



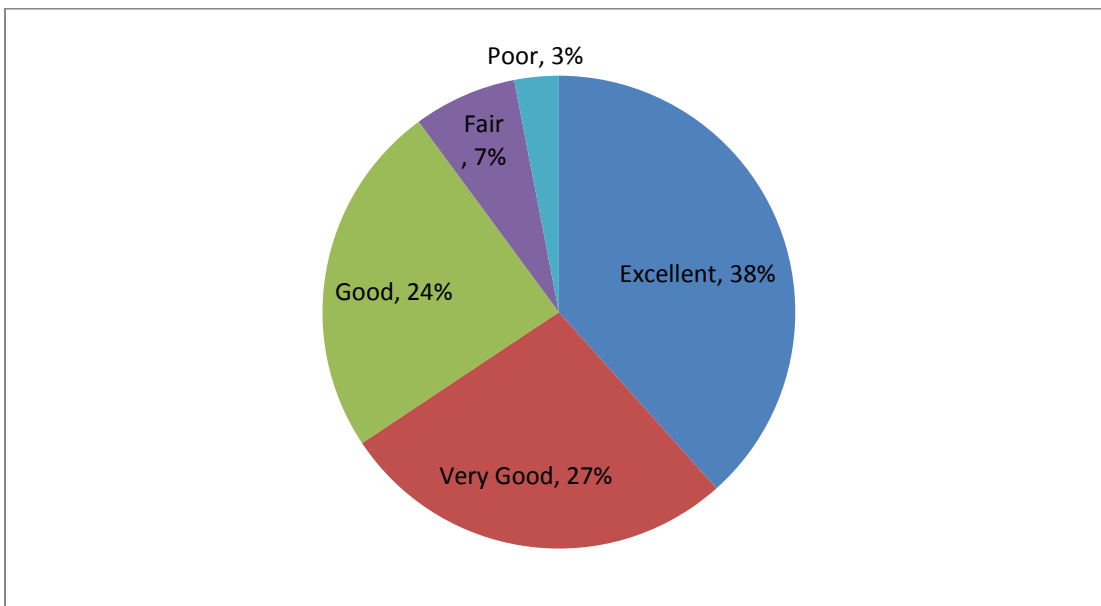
5b. How helpful do you find our reception team?

- 26% Excellent
- 30% Very good
- 24% Good
- 14% Fair
- 4% Poor



5c. How would you rate the respect shown for your privacy and confidentiality?

- 38% Excellent
- 27% Very good
- 24% Good
- 7% Fair
- 3% Poor



6. Waiting Room

6a. How would you rate the information available in the waiting room?

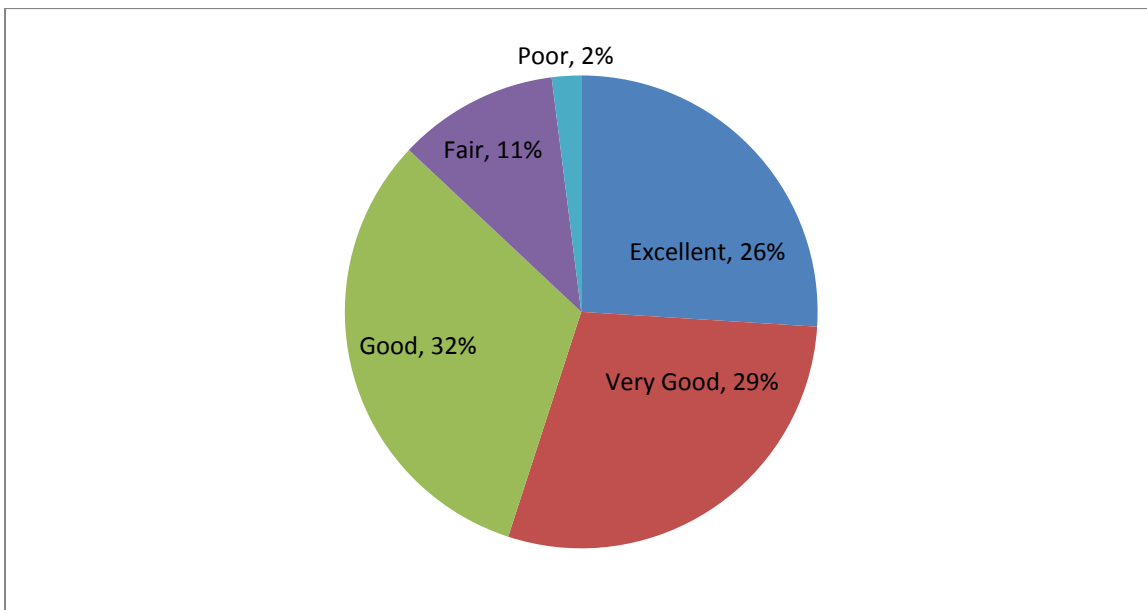
19% Excellent
41% Very good
26% Good
11% Fair
2% Poor



7. Overall practice

7a. How would you rate the practice overall?

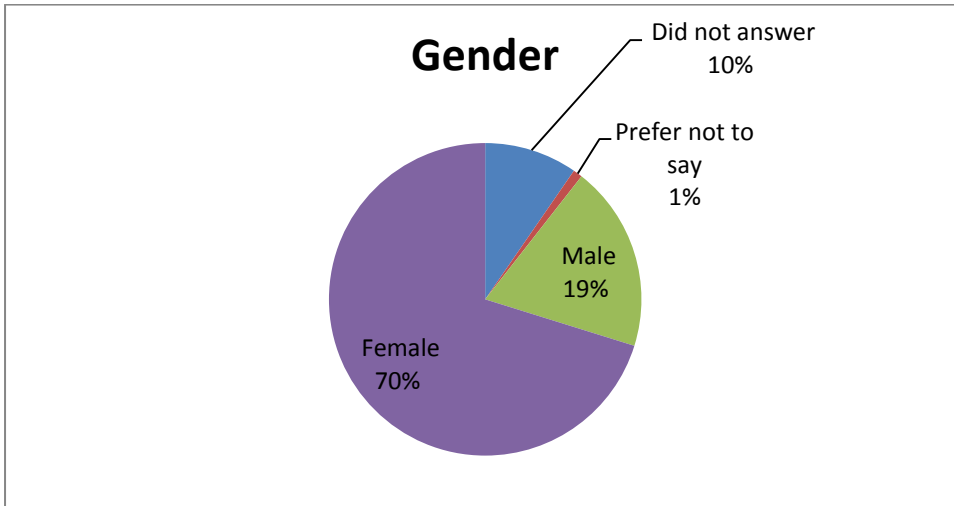
26% Excellent
29% Very Good
32% Good
11% Fair
2% Poor



208 Responders

8a. Gender breakdown of respondents

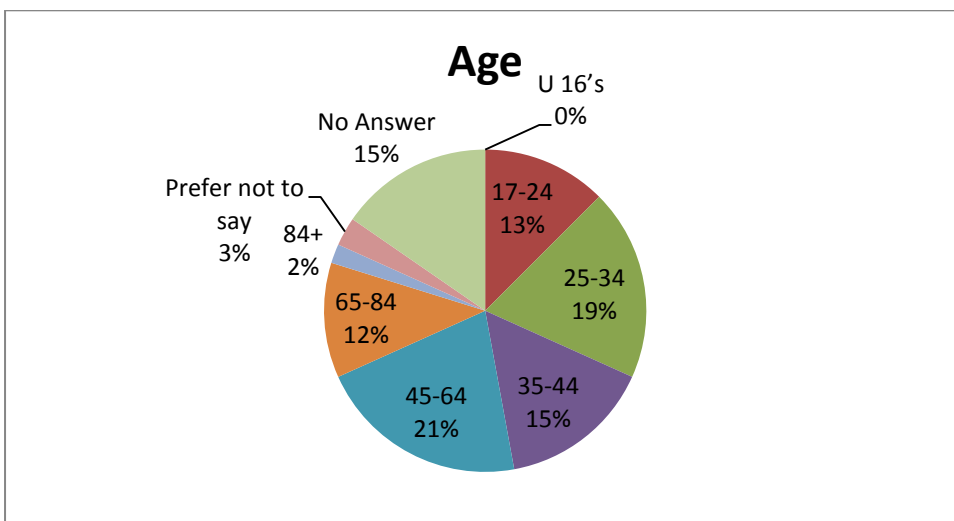
- 10% Did not answer
- 1% Prefer not to say
- 19% Male
- 70% Female



8b. Age breakdown of respondents

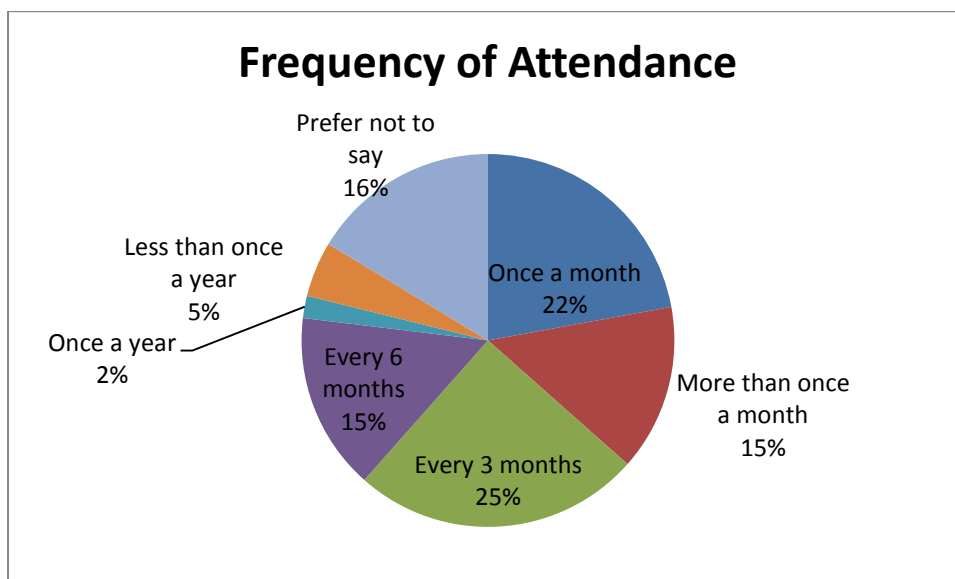
Age

- 0% U 16's
- 13% 17-24
- 19% 25-34
- 15% 35-44
- 21% 45-64
- 12% 65-84
- 2% 84+
- 3% Prefer not to say
- 15% No Answer



8c. Attendance breakdown of respondents

- 22% Once a month
- 15% More than once a month
- 25% Every 3 months
- 15% Every 6 months
- 2% Once a year
- 5% Less than once a year
- 16% Prefer not to say



5. Conclusions, Issues and Recommendations

- 5a. The collated results and survey report from 2013 were given or sent to all members of the Patient Participation Group and a meeting was arranged for 17th March 2014 to discuss the results and agree an action plan (anonymous minutes are available). Agreed action points were:

Newsletter. The content of our newsletter is valued by those who have seen it but we are only reaching a small percentage of the patients. During the period of the survey we made sure that copies of the most recent newsletter were always available in the waiting areas and at reception. Despite this only 23% of respondents reported having seen the newsletter this is a decrease of 1% over the previous year. This is disappointing.

- An action point to try to achieve wider coverage was agreed. We will attempt to make the newsletter more visible to the patients by the use of coloured ink and/or coloured paper. We will also try giving the newsletter to patients when they are at reception.

Access. The PPG meeting agreed that although 56% of patients now rated the speed of telephone answering at good or above we should continue to work on improving this. The group also asked that a priority action for the coming year should be to improve the availability of advance appointments. This will involve some demand and capacity audits and work around changing the ratio of on the day appointments to appointments that are bookable in advance.

- To continue to improve the speed with which telephone calls are answered and to work to improve the availability of appointments that can be booked in advance. To look at the possibility to make appointments available to book further in advance.

Reception. The PPG meeting noted the huge increase in satisfaction with the manner in which reception staff deal with patients and the improvement in results in how helpful the reception staff are. Reception staff had attended training which had clearly had a positive effect. The new desks at the back of reception and the system of answering calls away from reception is working well. The group noted the improvement in the number of respondent rating the respect shown for privacy as excellent had risen to 38% from 21% in the previous year.

- An action point was agreed to continue with improving the way that reception staff interact with patients. Staff training to continue in the coming year with this aim.

5b. Action points from last year's report (2012) were:

- **Newsletter.** Although more patients were seeing the newsletter this still needed to be worked on.

We continued to try to increase circulation using coloured ink. The fonts were altered and we used less dense text to try to make the newsletter easier to read and to make it look more inviting.

The newsletter format was improved with the consultation of the patients group. It was made available on the website, patients can now sign up for the newsletter to be emailed to them and laminated copies were placed on noticeboards and in the waiting room. When comparing the results of the survey 77% had not read the practice newsletter which is a increase from 72% last year.

- **Appointments.** Clarification of the system with posters, via the website and entries in the newsletter explaining how the appointment system works.

An article was written reflecting on how the appointment system works. This was placed in the newsletter and advertised on the noticeboards. 79% were aware of the availability of advance appointments down from 81% in the previous year.

- **Reception.** Members of the group were happy to see the improvements made to the results around our reception team and noted the number of respondents

rating the manner in which they were treated by reception as “excellent” had risen to 30% this year from 19% in the previous survey. The number of respondents rating the manner of reception staff as good or above had risen to 84% from 69% in the previous year.

7. Appendices

Practice information

Reception is open between 8.00am and 6.30pm. You can contact us between these hours by telephone on 020 8800 1000, fax 020 8880 2402, email CAHCCG.stamfordhillGP@nhs.net or by coming into the surgery. Please note emails and faxes may not be attended to on the day, for matters that need dealing with urgently please telephone or come into the surgery.

We offer extended hours pre-bookable GP appointments Monday to Friday from 7.30am to 8am and between 6.30pm to 7pm.

Patient questionnaire

Stamford Hill Group Practice Patient Participation Survey

1. Newsletter

1a) Have you read a copy of our recent newsletter?

Yes No

1b) Overall how useful do you rate our newsletter?

| | | | |
|------|--------------------------|------------------|--------------------------|
| Poor | <input type="checkbox"/> | Very good | <input type="checkbox"/> |
| Fair | <input type="checkbox"/> | Excellent | <input type="checkbox"/> |
| Good | <input type="checkbox"/> | Have not seen it | <input type="checkbox"/> |

1c) Do you have any suggestions of how we could improve the availability and content of our newsletter?

.....
.....
.....

2. Website

2a) How would you rate the information available on the website?

Poor Very good

Fair
Good

Excellent
Have not seen it

3. Telephone

3a) If you have telephoned the surgery within the last year how would you rate the speed with which your telephone call was answered?

Poor
Fair
Good

Very good
Excellent

4. Appointment availability

4a) Are you aware appointments can be made on the day, two days or a week in advance?

Yes

No

5. Reception

5a) How do you rate the manner with which you are treated by the reception team?

Poor
Fair
Good

Very good
Excellent

5b) How helpful do you find our reception team?

Poor
Fair
Good

Very good
Excellent

5c) How would you rate the respect shown for your privacy and confidentiality?

Poor
Fair
Good

Very good
Excellent

6 .Waiting room

6a) How would you rate the information available in the waiting room?

Poor
Fair
Good

Very good
Excellent

7. Overall practice

7a) Overall how happy are you with the service we provide at Stamford Hill Group Practice?

- | | | | |
|------|--------------------------|-----------|--------------------------|
| Poor | <input type="checkbox"/> | Very good | <input type="checkbox"/> |
| Fair | <input type="checkbox"/> | Excellent | <input type="checkbox"/> |
| Good | <input type="checkbox"/> | | |

8. Other comments

What are we doing especially well?

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.....
.....

What can we do to improve?

.....
.....
.....

9. Finally to help us analyse your answers please tell us a few things about yourself

7a) Gender

- Male Female Prefer not to say

7b) Age

- Under 16 17-24 25-34 35-44 45-64
65-84 Over 84 Prefer not to say

7c) How often do you visit the practice?

- More than once a month
Once a month
Once every three months
Once every 6 months
Once a year
Less frequently

Thank you for taking the time to complete this survey