

# Report on Stamford Hill Group Practice Patient Participation Survey 2012

## **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 present draft and ask for suggestions and improvements on the content and distribution.
- 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 1<sup>st</sup> April 2012 and 31<sup>st</sup> March 2013 the PPG met on 19<sup>th</sup> April 2012, 19<sup>th</sup> July 2012, 30<sup>th</sup> January 2013 and 4<sup>th</sup> March 2013. A meeting was planned for November 2012 but due to staff sickness and IT infrastructure deadlines it had to be postponed.
- 2.5 **Structure suggestions:**
  - Revising of questions including adding a section regarding telephones and appointments so this year's data on telephones, appointments newsletter distribution and website use can be compared to the last one.
  - Altering of wording.
  - Survey does not have to be limited to a double sided sheet.**Distribution suggestions:**
  - Concerns were expressed regarding the survey being selectively handed out by the reception team.
  - Clearer advertising so patients are aware of the survey without having to speak to a receptionist.
  - It was suggested the survey be posted out with return stamped addressed envelopes but it was agreed this would be expensive and may not yield many results.
  - 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 1<sup>st</sup> October 2012 surveys were 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 108 responses in a two week period from 1<sup>st</sup> October 2012 to 12<sup>th</sup> October 2012.

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

- 53% were unaware the practice had a website which is a decrease from 67% last year.
- 81% were aware of the availability of advance appointments which is an increase from 67% last year.
- 72% had not read the practice newsletter which is a decrease from 78% last year.
- 69% rated the manner of the reception team "good" or above.
- 72% rated the helpfulness of the reception team as "good" or above.

### **4. Detailed Results**

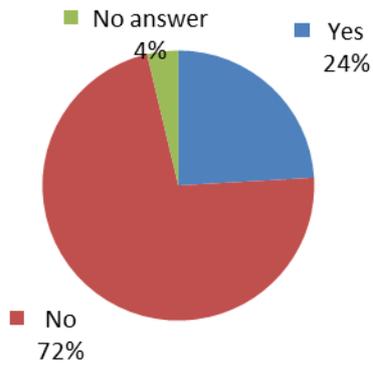
#### **1. Newsletter**

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

24% Yes

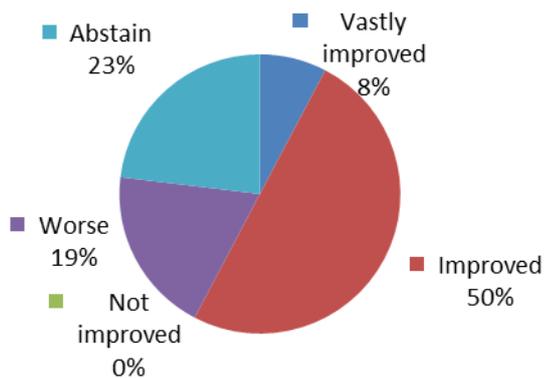
72% No

4% No answer



**1b. Since our survey last year we have altered the format of our patient newsletter. If you have read a copy did you find it?**

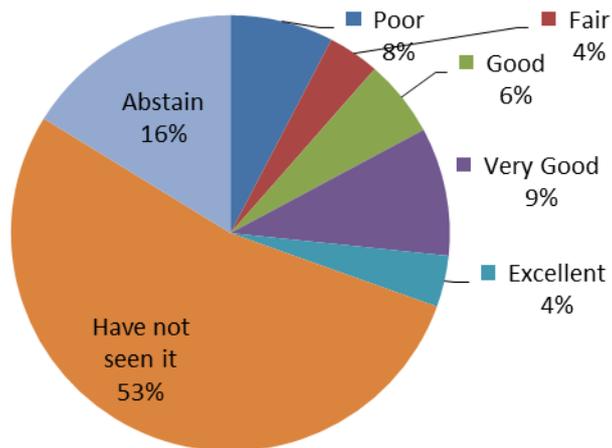
- 8% Vastly improved
- 50% Improved
- 0% Not improved
- 19% Worse
- 23% No answer



**2. Website**

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

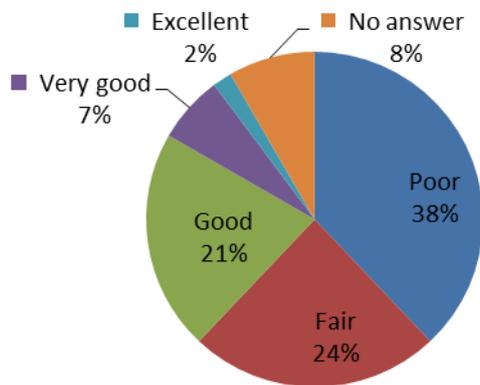
- 8% Poor
- 4% Fair
- 6% Good
- 10% Very Good
- 4% Excellent
- 56% Have not seen it
- 16% No answer



### 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?

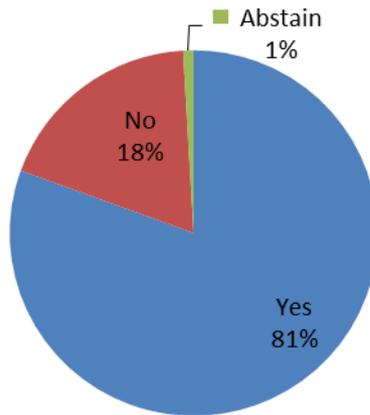
- 2% Excellent
- 7% Very good
- 21% Good
- 24% Fair
- 38% Poor
- 8% No answer



### 4. Appointments

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

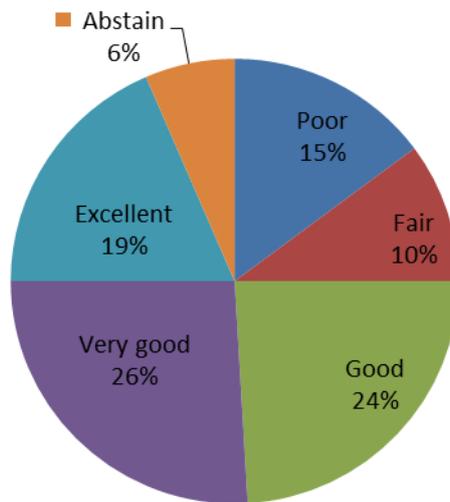
- 81% Yes
- 18% No
- 1% No answer



**5. Reception**

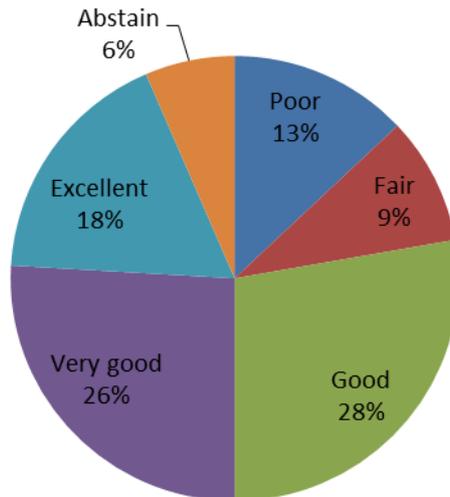
**5a. How do you rate the manner with which you are treated by the reception team?**

- 19% Excellent
- 26% Very Good
- 24% Good
- 10% Fair
- 15% Poor
- 6% No answer



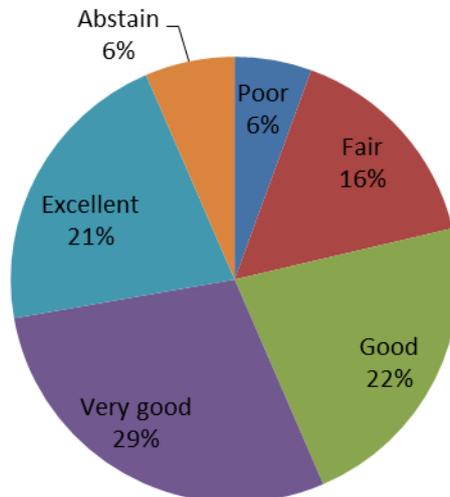
**5b. How helpful do you find our reception team?**

- 18% Excellent
- 26% Very good
- 28% Good
- 9% Fair
- 13% Poor
- 6% No answer



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

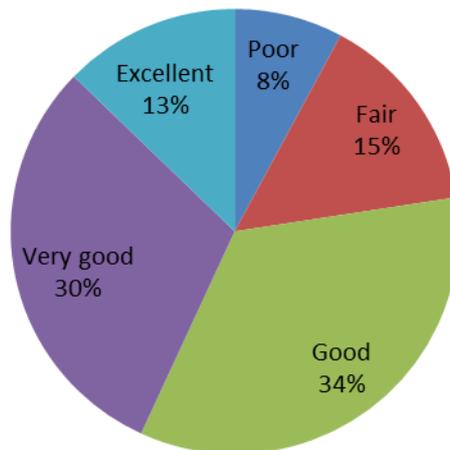
- 21% Excellent
- 29% Very good
- 22% Good
- 16% Fair
- 6% Poor
- 6% No answer



**6. Waiting Room**

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

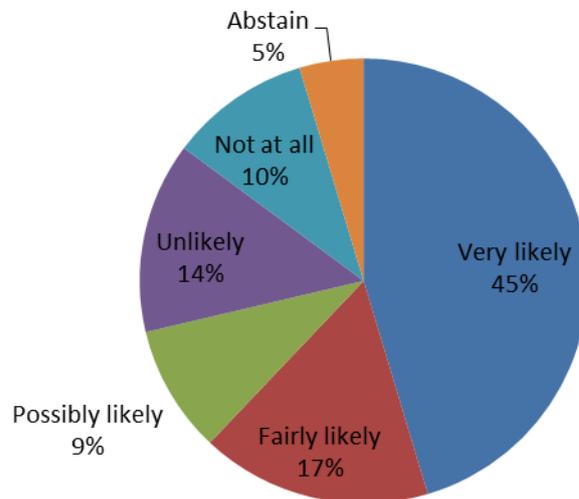
- 13% Excellent
- 30% Very good
- 34% Good
- 15% Fair
- 8% Poor



## 7. Overall practice

### 7a. How likely would you be to recommend registering with our surgery to a friend?

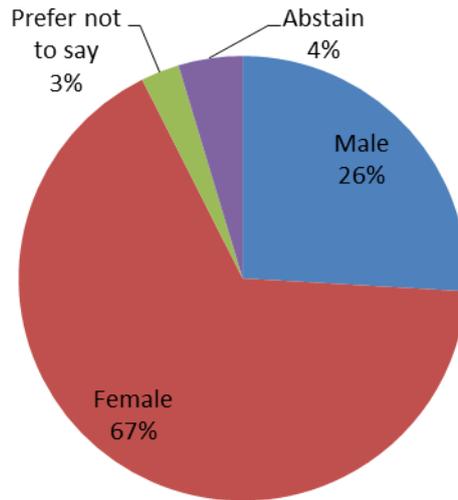
- 45% Very likely
- 17% Fairly likely
- 9% Possibly likely
- 14% Unlikely
- 10% Not at all
- 5% No answer



## 8. Survey respondent details

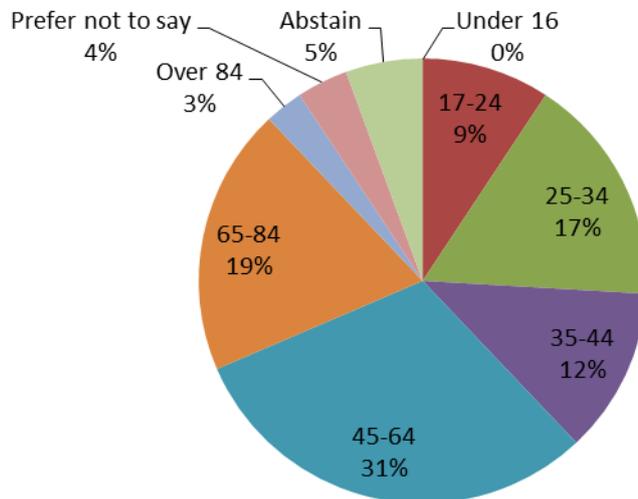
### 8a. Gender breakdown of patients who answered the survey

- 67% Female
- 26% Male
- 3% Prefer not to say
- 4% No answer



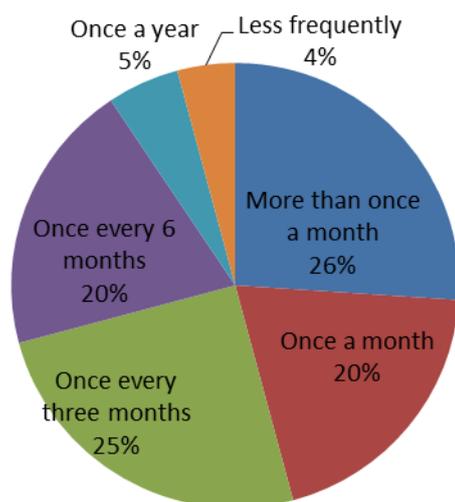
**8b. Age breakdown of respondents**

- 0% Under 16
- 9% 17-24
- 17% 25-34
- 12% 35-44
- 31% 45-64
- 19% 65-84
- 3% Over 84
- 4% Prefer not to say
- 5% No answer



**8c. Attendance breakdown of respondents**

- 5% Once a year
- 20% Once every 6 months
- 25% Once every three months
- 20% Once a month
- 26% More than once a month
- 4% Less frequently



## 5. Conclusions, Issues and Recommendations

**5a.** The collated results and survey report from 2011 were given or sent to all members of the Patient Participation Group and a meeting was arranged for 4<sup>th</sup> March 2013 to discuss the results and agree an action plan (anonymous minutes are available).  
Agreed action points were:

- **Newsletter.** Although more patients are seeing the newsletter this is still an area which needs to be worked on.
- **Appointments.** Clarification of the system with posters, via the website and entries in the newsletter explaining how the appointment system works.
- **Reception.** The PPG recognised reception is improving but they would like the practice to continue its plans for on-going training for the receptionists and to provide workspace at the back of reception so a manager is on hand to offer support and guidance to the reception team.

**5b.** Action points from last year's report (2011) were:

- **Website.** Wider advertising of the practice website with notices around the building and in the practice newsletter.

The website was advertised on headed paper, prescriptions and notices in the practice as a result only 53% were unaware the practice had a website compared to 67% last year.

- **Newsletter.** Improved distribution and content (less density of text, larger fonts, availability via email, posters and laminated copies around the building).

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 72% had not read the practice newsletter which is a decrease from 78% 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. 81% were aware of the availability of advance appointments which is an increase from 67% last year.

- 5c. Membership has dwindled throughout the year. In the coming year the practice will advertise for new members to replace the ones who have left. Hopefully this will make the group more representative of our practice population.

## 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 [cit-pct.stamfordhillGP@nhs.net](mailto:cit-pct.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) Since our survey last year we have altered the format of our patient newsletter. If you have read a copy did you find it:

Vastly improved       Worse   
Improved   
Not improved

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

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## **2. Website**

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

Poor                       Very good   
Fair                       Excellent   
Good                       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                       Very good   
Fair                       Excellent   
Good

## **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                       Very good   
Fair                       Excellent   
Good

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

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

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

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

**6 . Waiting room**

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

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

**7. Overall practice**

7a) How likely would you be to recommend registering with our surgery to a friend?

Very likely	<input type="checkbox"/>	Unlikely	<input type="checkbox"/>
Fairly likely	<input type="checkbox"/>	Not at all	<input type="checkbox"/>
Possibly likely	<input type="checkbox"/>		

**8. Other comments**

What are we doing especially well?

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 What can we do to improve?

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 .....  
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 .....

**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