

Report on Stamford Hill Group Practice **Patient Participation Survey 2011**

1. Aims and objectives

1.1 To establish a Patient Participation Group and to conduct a survey to explore how the Practice may be improved in order to give patients a more rounded experience.

2. Methodology

- 2.1 Recruit a representative sample of patients to form a Patient Participation Group.
- 2.2 This Group would then participate in the design of a survey to be carried out in the Practice.
- 2.3 An advert was placed in the surgery and on our practice website asking for interested patients to come forward.
- 2.4 There were 15 respondents recruited, 14 female, 1 male.
- 2.5 In an attempt to redress the female to male imbalance several male patients were invited to attend by the practice.
- 2.6 Stamford Hill Group Practice's PRG consists of 14 members, 10 of which are women and 4 are men. Their ages range from 44 to 86 years of age and they 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 15 as it was felt the group would not be able to function productively if it was larger.
- 2.7 An inaugural meeting was held on 6th September 2011 at which the draft design and content of the survey was agreed (anonymous minutes are available).
- 2.8 A second meeting was held on 4th October 2011 during which the final version was approved (anonymous minutes are available).
- 2.9 Commencing on 17th October 400 surveys were handed out to every patient who attended the practice and the survey was also made accessible via our website.
- 2.10 In order to ensure balance a computer search was carried out to identify a random sample of patients who had not attended the surgery

for two years. These patients were sent a copy of the survey with a stamped addressed envelope.

2.11 The survey was also sent to all members of the PPG.

3. Summary of Results

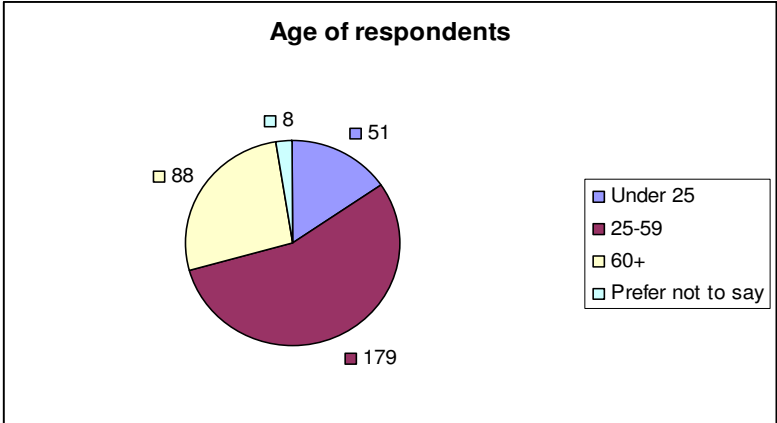
- 88% of Respondents said the new telephone system was an improvement.
- 83% found the practice opening hours convenient.
- 67% were unaware that the practice had a website.
- 69% were aware of the availability of advance appointments.
- 78% had not read the practice newsletter.

4. Detailed Results

Patient demographic of Respondents

Gender
35% Male
61% Female

Age
15% Under 25
53% 25-59
26% 60+
2% prefer not to say



Telephones

Are you aware we had a new telephone system installed in February of this year?

51% Yes

47% No

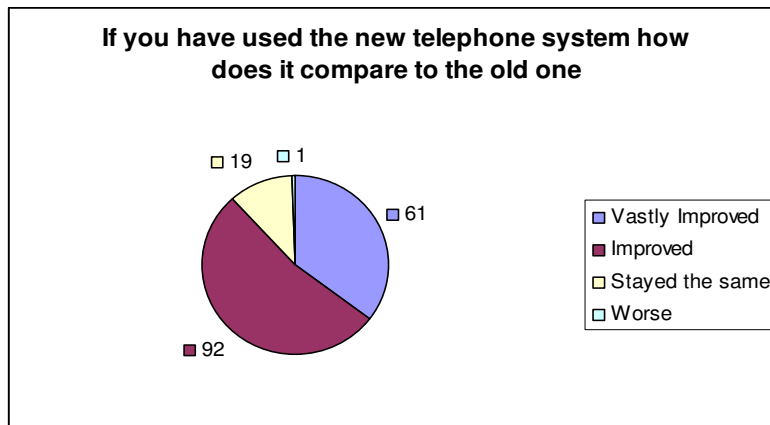
If you have used the new telephone system how does it compare to the old one.

35% Vastly improved

53% Improved

11% Stayed the same

1% Worse



Opening hours

Our reception hours are 8.30am-12.30pm and 1.30pm-6.30pm, are these times convenient for you?

83% Yes

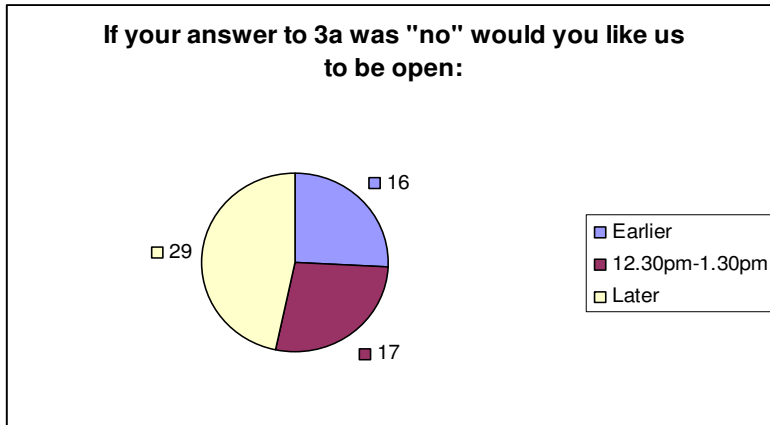
16% No

If your answer to 3a was “no” would you like us to be open:

30% Earlier

32% 12.30pm-1.30pm

55% Later



Website

Are you aware we have a website?

31% Yes
67% No

Do you use our website?

13% Yes
78% No

Were you aware you can order repeat prescriptions from the website?

19% Yes
76% No

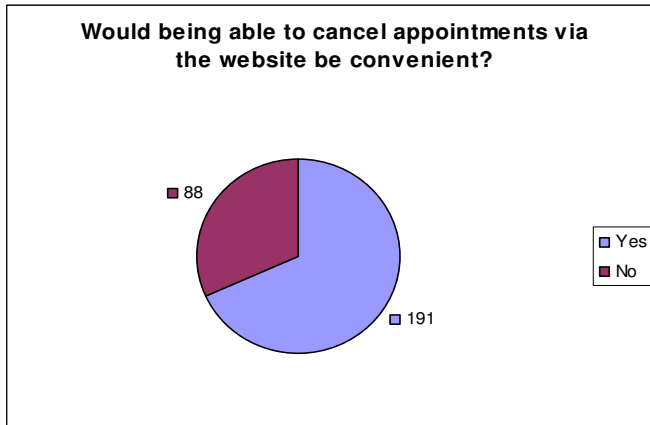
Appointments

Do you think we could improve the system for cancelling appointments?

35% Yes
42% No

Would being able to cancel appointments via the website be convenient?

56% Yes
26% No



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

69% Yes
24% No

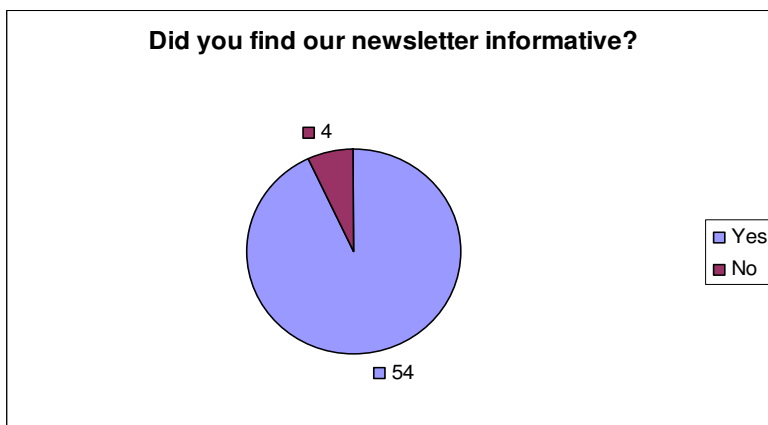
Newsletter

Have you ever read a copy of our newsletter?

18% Yes
78% No

Did you find it informative?

89% Yes
7% No



5. Conclusions, Issues and Recommendations

The collated results were sent to all members of the Patient Participation Group and a meeting was arranged for 30th January 2012 to discuss the results and agree an action plan (anonymous minutes are available).

Agreed action points were:

- **Website.** Wider advertising of the practice website with notices around the building and in the practice newsletter.
- **Newsletter.** Improved distribution and content (less density of text, larger fonts, availability via email, posters and laminated copies around the building).
- **Appointments.** Clarification of the system with posters, via the website and entries in the newsletter explaining how the appointment system works.

7. Appendices

Practice information

Reception is open between 8.30am and 6.30pm (closed between 12.30pm-1.30pm). You can contact us between these hours by telephone on 020 8800 1000, fax 020 8880 2402, email 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 6.30pm to 7pm.

Poster

Stamford Hill Group Practice is setting up a Patient Participation Group

Would you like to be involved?

We are looking for patients who are interested in meeting with us to discuss how Stamford Hill Group Practice can develop its service.

If you are interested in joining please give your details to a receptionist before 8th August 2011.

Please be aware places are limited.