

Patient Participation Survey

This is the second year of the Patient Participation Survey. We are charged by the Patient Participation DES to carry out a follow up survey from last year concentrating on the issues raised by the survey. A copy of the questionnaire was sent to the members of the Patient Forum Group by email.

Distribution:

Between the periods Tuesday 12th February to 6th March 2013 a total of 350 survey forms were distributed randomly throughout the practice. Survey forms were given to GPs, practice nurses, the health care assistant, and visiting blood nurses, for patients to complete. A notice and survey forms were also placed on chairs before the morning and afternoon session inviting patients to complete the survey. Patients were asked to place the completed surveys in a box in the waiting room. If patients needed assistance in reading the form, this was provided by reception staff, GPs, nurses or practice manager.

Number of Questionnaires Returned:

A total of 307 questionnaires were returned, 300 forms were complete and 7 forms were incomplete and were not included in the analysis.

Survey Questions

The survey questions were focused around access issues raised at patient forum meetings:

Extract from Practice Meeting with Patient Forum on 15th September 2011.

This year's survey is a comparison from last year's survey.

Telephone System

Comments were sought on the telephone system. Overall it was felt that the new system was a great improvement on the old system which used to be constantly engaged at peak times. It was agreed that we should do a practice survey to seek other patients' views.

Action: Practice Manager

Appointments

...It was noted that difficulty had also been experienced booking appointments in advance....

Survey Questions and Methodology Used

Q1) Overall rating this GP practice: I would recommend this practice to a friend

Q2) I am able to get through to the practice by telephone

Q3) I am able to book an appointment in advance

Q4) I am able to be seen urgently on the day if necessary

Q5) I am treated with dignity and respect by the staff

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- Q6) The doctors / nurses involve me in decisions about my care and treatment
- Q7) This GP practice provides accurate and up to date information on services and opening hours
- Q8) The practice provides adequate parking for patients
- Q9) Are you happy with the surgery's current opening hours

Each question had a box for patients to tick “Always”; “Sometimes”; “Never”

Comparison of Different Groups

- Sex = Male or Female, which is scored as M/F –
- Age in groups, the groups are scored in individual groups –
- Disabled = Yes or No, which is scored as Y/N -
- EFL (English as First Language) = Yes or No is scored Y/N

Age Range surveyed

	Age range 21-35	Age range 35-45	Age range 45-60	Age range 60+
Practice Pop: 9034				
Practice Population within age range & percentage of total practice population	1697 = 19% of practice population	1047 = 12% of practice population	1710 = 19% of practice population	2531 = 28% of practice population
Responses received and percentages of age ranges within the total number surveys (300) analysed	42 = 14%	51 = 17%	85 = 28%	122 = 41%

Responses received were characteristic of the practice population although 22% of patients under the age of 21 were unrepresented and it is planned to target this age group separately at a later stage.

Disability

57 out 300 patients surveyed indicated they were disabled

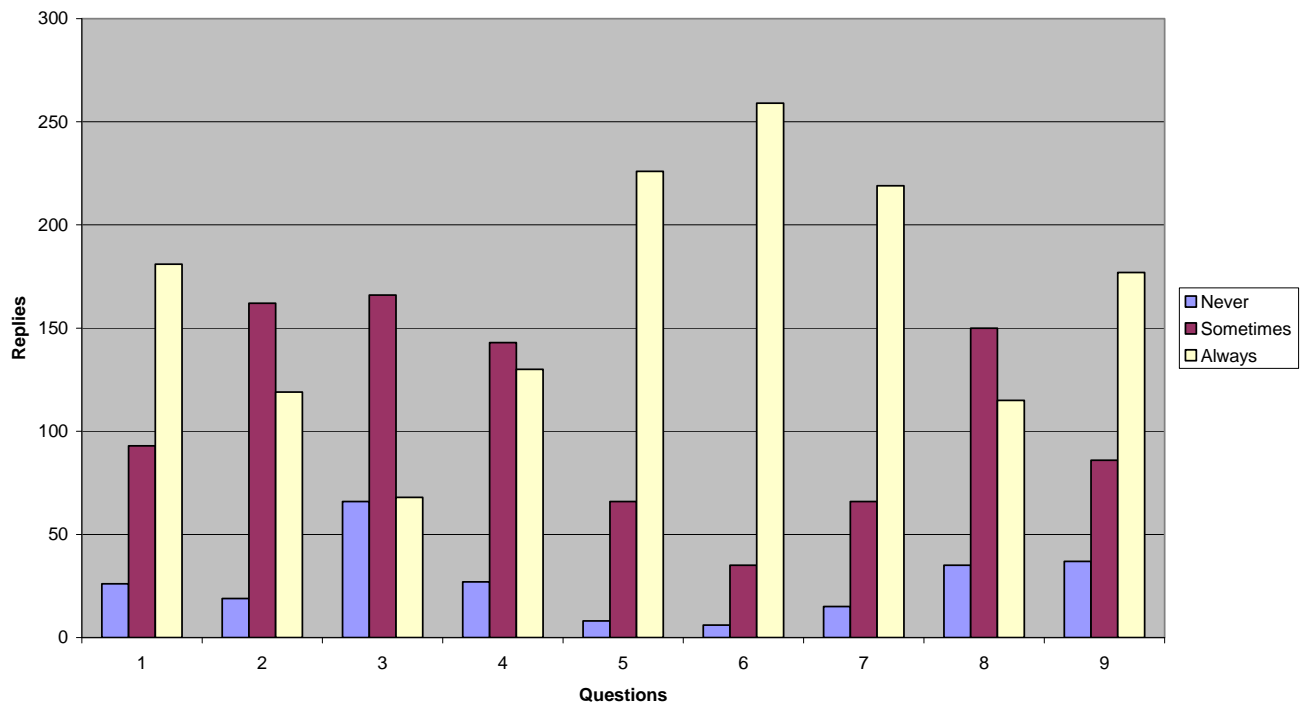
English as First Language

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287 out of 300 patients surveyed indicated English was their first language and 13 patients said that English was not their first language.

Survey Results

Survey Results 2013



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- Q2) I am able to get through to the practice by telephone
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- Q4) I am able to be seen urgently on the day if necessary
- Q5) I am treated with dignity and respect by the staff
- Q6) The doctors / nurses involve me in decisions about my care and treatment
- Q7) This GP practice provides accurate and up to date information on services and opening hours
- Q8) The practice provides adequate parking for patients
- Q9) Are you happy with the surgery's current opening hours

Results – the Positives

Q1 – Overall rating of practice was good: I would recommend this practice to a friend.
 Patients said: “Always”: 181 (60%) of patients said “Sometimes”: 93 (32%) “Never”: 26 (8%)

Q5 – I am treated with dignity and respect by the staff:
 Patients said: “Always” 226 (75%) “Sometimes”: 66 (23%) “Never”: 8 (2%)

Q6 – the doctors/nurses involve me in decisions about my care and treatment
 Patients said: “Always”: 259 (86%) “Sometimes”: 35 (12%); “Never”: 6 (2%)

The results compared to last year were similar with an increase on “Sometimes” in all three questions.

Survey Results – the not so Positives

The results were disappointing for

Q2: I am able to get through to the practice by telephone

Patients said: “Always”: 119 (39%); “Sometimes”: 162 (54%) “Never”: 19 (6%)

The comparison to last year is a decrease on “Always” from 47% to 39%, an increase on “Never” from 3% to 6%

Q3 I am able to book an appointment in advance

Patients said: “Always”: 68 (23%); “Sometimes”: 166 (55%) “Never”: 66 (22%)

The comparison to last year is a decrease on “Always” by 10% and increase on “Never” by 12%

Q8 The practice provides adequate parking for patients

Patients said: “Always”: 115 (38%); “Sometimes”: 150 (50%); “Never”: 35 (12%)

The comparison to last year is a decrease on “Sometimes” from 62% to 50% and an increase on “Never” from 5% to 12%

Views and agreement on High Priority Issues sought

To gain the views of the representatives of the Patient Forum a meeting was arranged and the survey present and discussion invited.

The following Action Plan to be agreed

Agreed Action Plan

Action no.1	Question	Action	Action By
1	Q2 :I am able to get through to the practice by telephone	We are considering an extra member of staff to help answering the phones from 8.30am to 9.30am	Prakash Karsan
2	Q3 I am able to book an appointment in advance	We are offering all pre-bookable appointments in the mornings and acute appointments in the afternoon. This should increase access for the patients.	Reception Team
3	Q8 The practice provides adequate parking for patients	There are sufficient parking spaces in the car park and surrounding roads.	
4	The findings of the survey to be communicated via posters on notice board and websites and	Display survey results as discussed	Prakash Karsan

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	via Patient forum		
5	Re-survey in 12 months time	By March 2014	

Publication of Results

The Survey Results will be published on the NHS Choices Website and the Practice Website. Results will also be displayed on the surgery notice boards.