

**PATIENT PARTICIPATION REPORT**  
**2013/14**

<b>Practice Code</b>	C84048
<b>Practice name</b>	Keyworth Medical Practice

**An introduction to our practice and our patient reference group**

Keyworth Medical Practice is a semi rural practice, serving Keyworth and several outlying villages. It has a significantly higher population of patients over the age of 65.

There are 7 doctors, 4 practice nurses and 3 health care assistants, in addition to reception and secretarial staff.

The patient reference group or participation group (PPG) has been in existence for 8 years. There is a balance of male and female members. The practice serves several villages and there are representatives from the outlying villages. The focus of the PPG is to support the practice in delivering the best healthcare service.

**Establishing the Patient Representative Group**

This shows how the practice has tried to ensure that the PRG is representative of the wider practice population. **(As of January 27<sup>th</sup> 2014)**

<b>Practice population</b>		<b>10,777</b>	
<b>Male</b>	<b>5262</b>	<b>Female</b>	<b>5515</b>
<b>Age</b>	<b>Practice population profile</b>	<b>PRG profile</b>	<b>Difference</b>
Under 16	<b>1710</b>	0	
17-25	<b>884</b>	0	
26 - 35	<b>899</b>	0	
36 - 45	<b>1219</b>	1	
46 - 55	<b>1679</b>	2	
56 – 65	<b>1513</b>	0	
Over 66	<b>2873</b>	10	

<b>Ethnicity</b>	<b>Practice population profile</b>	<b>PRG profile</b>	<b>Difference</b>
Ethnicity is currently only recorded for 7671 patients. There is an ongoing survey collecting remaining patients ethnicity			
White British /Mixed British	<b>6663</b>	13	
Indian, British Indian	<b>13</b>		
Caribbean	<b>8</b>		
African	<b>9</b>		
Mixed black	<b>12</b>		
Chinese	<b>19</b>		
Irish	<b>24</b>		
Polish	<b>1</b>		

**These are the reasons for any differences between the above PPG and Practice Profiles**

The practice and the PPG take every effort to enlist patients from other groups and this will be a focus again for the coming year.  
The “virtual group” currently has around 30 members.

**In addition to the above demographic factors this is how the practice has also taken account of other social factors such as working patterns of patients, level of unemployment in the area, the number of carers.**

The PPG has 2 working members and 1 member in full time study.

**This is what we have tried to do to reach groups that are under – represented**

The PPG profile is predominantly older, retired professional people. Efforts have been made to attract a more varied group that attends meetings, by: -  
Attending the Keyworth show to enlist younger members of the public, notices in village diaries asking for members and a plea on the practice website. A virtual group is being developed to gather opinions and views, which we hope would appeal to younger patients who may work or have families. Encouraging people of all ages and background is a continual objective of the group.

**Setting the priorities for the annual patient survey**

The PPG were given the opportunity by the practice to set all the priorities for the patient survey. PPG meetings are held approximately every 6-8 weeks & the practice manager & senior receptionist attend every meeting where possible. A doctor also attends for around 20 minutes. Discussions relating to patient concerns or issues identified by the PPG highlight the areas that need a wider opinion, which will influence actions to be taken to improve services for patients.

The priorities were: -

- Areas from 2012/13 questionnaire results
- How patients access information and how patients require information
- “Sit & wait” surgeries to identify if these has alleviated the demand for 48 hour appointments
- Evaluating non attendance of appointments (DNAs) - an area identified verbally by patients as being a concern
- Cleanliness in the main areas of use (taken from the “Essential standards of Care”)

**Designing and undertaking the patient survey**

**How the practice & PPG worked together to select the survey questions**

Questions were selected from the latest National patient survey; the last audit of the “sit & wait” surgery and the group devised the remaining questions. They were put together by a member of the group and circulated for comments from other group members and the practice.

**How the survey was undertaken**

Following their surgery appointment, receptionists and dispensary staff handed questionnaires to patients. In addition PPG members were in attendance to hand out questionnaires and assist patients who needed help in completing the questionnaires during surgery times in the mornings and afternoons

### Summary of patient survey results

273 questionnaires given out, 255 completed.  
Percentages for each question are based on an entry being made, rather than the number of questionnaires being returned

### Analysis of the patient survey and discussion of survey results

Report results sent to all PPG members for comments  
PPG member drafted a detailed plan on areas for improvement and potential actions.  
Sent to practice and other PPG members  
Meeting on 6<sup>th</sup> January with practice manager and PPG to discuss results and drafted actions.  
Comments from medical practice and PPG members  
Further draft by PPG member following meeting and comments.  
Final draft with précis of actions agreed by PPG and practice.  
There were no areas that were disagreed on.  
The action plan is set out in full below.  
Actions and progress will be discussed at future PPG meetings  
It will be reviewed formally in 6 months time

### PATIENT CARE RELATED

<b>Q 1. 1</b>	<b>Ease of contacting the practice on the telephone</b>
Results	<b>20% Poor/Fair</b> <b>79.8% Good/Very good/Excellent</b> <b>Based on number of responses last years scores were: -</b> <b>18% Poor/Fair</b> <b>81% Good/Very good/Excellent</b>
Comments from PPG	A less positive response than last year The busiest time for the telephones is early morning until around 10.30 am There has been an increase in staff answering the telephone in the mornings. Problems can arise when patients ring for more lengthy telephone conversations regarding results etc. during the busiest times in the morning.
Action	<ul style="list-style-type: none"> <li>• Review staffing levels for answering the phone.</li> <li>• Review the introductory message when the phone is answered.</li> <li>• Prepare information for patients relating to: -</li> <li>• Tell the practice by 10 if you need an urgent appointment or home visit</li> <li>• Phoning for results and making non urgent appointments would ideally be left until after 10am</li> <li>• Encouraging patients to use systmonline for making appointments and ordering repeat prescriptions.</li> <li>• Repeat this question in next quality questionnaire</li> </ul>
<b>Q1.2</b>	<b>Opportunity of seeing Doctor/ Nurse within 48 hours</b>
Results	<b>32% Poor/Fair</b> <b>67% Good/Very good/Excellent</b> <b>Based on number of responses last years scores were: -</b> <b>41% Poor/Fair</b> <b>58% Good/Very good/ Excellent</b>
Comments from PPG	Patients needing to be seen within 48 hours can be seen at the sit & wait surgeries. I.e. On the same day of ringing for an appointment
Action	Information for patients on using sit & wait surgeries for urgent problems.
<b>Q1.3</b>	<b>Opportunity of seeing Doctor/ Nurse of your choice</b>
Results	<b>40% Poor/Fair</b> <b>59% Good/Very good/Excellent</b> <b>Based on number of responses last years scores were: -</b> <b>40.7Poor/Fair</b> <b>59% Good/Very good/Excellent</b>
Comments from PPG	No change from last year's results. Sit & wait surgeries mean that any doctor will see patients. There is no choice of doctor for the patient as it is an urgent appointment. There may be difficulties where doctors work part time or are on sick leave, maternity leave or study leave. This will have an impact on choice of doctor. The practice is keen for those patients with long-term conditions & complex health needs to have continuity

	with the same doctor. This may impact on other patients. Patients can book appointments 4 weeks ahead
Action	<ul style="list-style-type: none"> <li>• Posters in waiting area about why you may not be able to get a doctor of your choice.</li> <li>• Identify number of appointments for each GP per week</li> <li>• Information re sit &amp; wait surgeries i.e. not feasible to have doctor of choice</li> <li>• Check systmonline for length of time before being able to make an appointment with a specific doctor</li> <li>• Advertise telephone appointments with doctor of choice.</li> </ul>
<b>Q1.4</b>	<b>Opportunity of speaking to Doctor/ Nurse on the telephone when necessary</b>
Results	<b>24.7% Poor/Fair                      75% Good/Very good/Excellent</b> <b>Based on number of responses last years scores were: -</b> <b>21% Poor/Fair                      78% Good/Very good/Excellent</b>
Comments from PPG	Slightly less favourable results than last year. This could be the result of the sit & wait surgery, i.e. that patients are seen rather than contacted by phone
Action	<ul style="list-style-type: none"> <li>• Discuss the protocol on telephone calls</li> <li>• Identify possible areas for improvement</li> </ul>
<b>Q1.5</b>	<b>Level of privacy &amp; dignity is respected by the doctor</b>
Results	<b>Less than 1% Poor/Fair                      99% Good/Very good/Excellent</b> <b>Based on number of responses last years scores were: -</b> <b>5% Poor/Fair                      94% Good/Very good/Excellent</b>
Comments from PPG	A significant improvement in the poor to fair category
Action	<ul style="list-style-type: none"> <li>• All staff to be commended on this important aspect of patient care</li> <li>• Consider issues around other staff entering the room where the patient is being seen.</li> </ul>
<b>Q1.6</b>	<b>Level of privacy &amp; dignity is respected by the nurse</b>
Results	<b>1.7% Poor/Fair                      98% Good/Very good/Excellent</b>
Comments from PPG	Not specifically recorded prior to this questionnaire A good result but 1 comment on patient being addressed by given name, and a patient semi clothed seen with door open
Action	<ul style="list-style-type: none"> <li>• All staff to be commended on this important aspect of patient care.</li> <li>• However also consider issues around other staff entering the room where the patient is being seen.</li> <li>• Addressing patients by their formal name.</li> <li>• Ensuring doors are not left open</li> </ul>
<b>Q1.7</b>	<b>Level of privacy &amp; dignity is respected by the HCA</b>
Results	<b>1.8% Poor/Fair                      98% Good/Very good/Excellent</b>
Comments from PPG	Not specifically recorded prior to this questionnaire A good result but 1 comment on patient being addressed by given name, and a patient semi clothed seen with door open
Action	<ul style="list-style-type: none"> <li>• All staff to be commended on this important aspect of patient care.</li> <li>• However also consider issues around other staff entering the room where the patient is being seen.</li> <li>• Addressing patients by their formal name. Ensuring doors are not left open</li> </ul>
<b>Q1.8</b>	<b>Level the doctor has helped understanding of care &amp; treatment</b>
Results	<b>3% Poor/Fair                      96.6% Good/Very good/Excellent</b>
Comments from PPG	<b>Comments</b> The length of time that the doctor has to see the patient i.e. 10 minutes may give little time for the length of time patients may need to understand their treatment, however this would be difficult to change as there would be less appointments
Action	<b>Action</b> No action
<b>Q1.9</b>	<b>Level the nurse has helped understanding of care &amp; treatment</b>

Results	<b>2% Poor/Fair</b> <b>97% Good/Very good/Excellent</b>
Comments from PPG	<b>Comments</b> Nurses may have longer appointment times for patients with long-term conditions. E.g. diabetes, asthma etc.
Action	To be discussed by practice nurses

<b>INFORMATION</b>			
<b>Q2.1</b>	<b>How much information does the practice &amp; PPG provide on services, health information &amp; local health events</b>		
	<b>9% Too much/little</b> <b>91% Just enough/enough</b>		
<b>Q2.2</b>	<b>Do you look at the notice boards in the waiting room</b>		
	<b>18.7% No</b> <b>12.5% Yes regularly</b> <b>68% Yes sometimes</b>		
<b>Q2.3</b>	<b>Do you look/take leaflets on display</b>		
	<b>32% No</b> <b>8% Yes regularly</b> <b>59% Yes sometimes</b>		
<b>Q2.4</b>	<b>Do you read the PPG newsletter</b>		
Results	<b>60% No</b> <b>5% Yes regularly</b> <b>34% Yes sometimes</b>		
Comments from PPG	The PPG newsletter has been launched this year. This is on the practice website and emailed to the Keyworth conversation group. Hard copies are to be made available at the following: <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> Keyworth library  Indian Take away Wolds Drive parade  Bistro Main St  Keyworth Catholic Church  Keyworth Baptist Church  Plumtree Church  Tollerton post office  Parochial hall  Moores Nursery  Widmerpool post box  Bradmore garden centre  Stanton golf club </td> <td style="width: 50%; vertical-align: top;"> Keyworth leisure centre  Sophies Wolds Drive parade  Dentist Main St  Keyworth Methodist Church  Keyworth United reform Church  Stanton on the Wolds Church  Village Hall  Key V1 fitness  Webster Hall  Mr. Roberts the Dentist  Chip shop Wolds Drive parade </td> </tr> </table>	Keyworth library Indian Take away Wolds Drive parade Bistro Main St Keyworth Catholic Church Keyworth Baptist Church Plumtree Church Tollerton post office Parochial hall Moores Nursery Widmerpool post box Bradmore garden centre Stanton golf club	Keyworth leisure centre Sophies Wolds Drive parade Dentist Main St Keyworth Methodist Church Keyworth United reform Church Stanton on the Wolds Church Village Hall Key V1 fitness Webster Hall Mr. Roberts the Dentist Chip shop Wolds Drive parade
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Action	<ul style="list-style-type: none"> <li>• Continue to explore venues to leave the newsletter in addition to: -</li> <li>• Give out newsletter at reception</li> <li>• Have them on reception for people to take</li> <li>• Have them by the touch screen</li> <li>• Give out with repeat prescriptions, could be put in medicines bag</li> <li>• Link to newsletter on front page of website</li> <li>• Ask if it can go in village news letters as enclosure with email sign up for patients to receive on email</li> <li>• HCAs give out newsletters to patients going for bloods etc.</li> </ul>		
<b>Q2.5</b>	<b>Patients asked to put comments why not looked at/taken</b>		
Patient comments	Not interested 9 Not enough time Didn't know about the newsletter/haven't seen it anywhere 51 Not aware of the PPG  <b style="color: orange;">NOT FINISHED YET</b>		
<b>Q2. 6</b>	<b>Do you look at the practice website</b>		
Results	<b>11% No access to web</b> <b>9% I wasn't aware</b> <b>41.5% No</b> <b>37.9% Yes</b>		
Comments from PPG	<b>Comments</b> Patients would be able to ask for repeat prescriptions, make non-urgent appointments with the doctor if they accessed the website. This in turn would avoid having to wait on the phone and would enable the phone to be more accessible to those without access to the web. The website has been updated this year following discussion from the PPG CQC say it's a fabulous website		

Action	<b>THIS WILL NEED AMENDING IE MAKING IT SOUND SENSE! WHEN WE HAVE A BIT MORE INFO</b> <ul style="list-style-type: none"> <li>? hits on the website Michelle to contact company</li> <li>Incentivizing people to look at website</li> <li>Advertise it in newsletter etc.</li> </ul>												
<b>Q2.7</b>	<b>Have you read the PPG pages on the website</b>												
Results	<b>10.9% No access to web    10.5% I wasn't aware    67% No 10.5 % Yes</b>												
Comments from PPG	The PPG have developed their own webpage during 2013, with the ability to update it by someone in the group. We had hoped that it could be a source of information for patients relating to local health events, points of interest etc.												
Action	<ul style="list-style-type: none"> <li>To advertise the web page whenever possible</li> </ul>												
<b>Q2.8</b>	<b>Would you like to attend information sessions on health topics</b>												
Results	<b>39% No    40.7% Maybe    20%Yes</b>												
Comments from PPG	There appears to be some interest in health events with specific topics (see below Q2.10)												
Action	<ul style="list-style-type: none"> <li>The PPG will consider organizing some health events based on topics identified.</li> <li>The PPG will advertise events organized by the CCG</li> <li>The CCG will be approached to support this</li> </ul>												
<b>Q2.9</b>	<b>When would be the best time to attend</b>												
	<b>34.5% Morning    33.8% Afternoon    31.6% Evening</b>												
<b>Q2.10</b>	<b>What health topics would you like</b>												
Comments from patients	<u>Précis of comments</u> <table border="0"> <tr> <td>Diabetes</td> <td>Mental health issues</td> </tr> <tr> <td>Keeping healthy/self care</td> <td>Menopause</td> </tr> <tr> <td>Men's issues</td> <td>Weight loss</td> </tr> <tr> <td>Continence problems</td> <td>Heart problems</td> </tr> <tr> <td>Stroke</td> <td>General health issues</td> </tr> <tr> <td>Arthritis</td> <td>Children's health</td> </tr> </table>	Diabetes	Mental health issues	Keeping healthy/self care	Menopause	Men's issues	Weight loss	Continence problems	Heart problems	Stroke	General health issues	Arthritis	Children's health
Diabetes	Mental health issues												
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Men's issues	Weight loss												
Continence problems	Heart problems												
Stroke	General health issues												
Arthritis	Children's health												
<b>Q2.11</b>	<b>How would you like the practice to provide information</b>												
	<b>23.6% Website    13% Posters    33%Newsletters    30% Email</b>												
Action	<ul style="list-style-type: none"> <li>There will be a drive to gain permission from patients to use their mobiles to text or send emails with relevant information</li> </ul>												

<b>SIT &amp; WAIT SURGERIES</b>	
<b>Q3.1</b>	<b>Who did you see on your visit</b>
Results	<b>58.5% Doctor    38.5% Nurse    2.8%Don't know</b> <b>Last years results 2013</b> <b>29% Doctor    62% Nurse    5% Don't know</b>
Comments from PPG	An increase in patients being seen by a doctor
<b>Q3.2</b>	<b>Information given by the person who answered the phone</b>
Results	<b>3% V dissatisfied/dissatisfied    6.9% Neither dissatisfied nor satisfied.</b> <b>46% Satisfied    45% Very satisfied</b> <b>Last years results 2013</b> <b>2.7% V dissatisfied/dissatisfied    4% Neither dissatisfied nor satisfied.</b> <b>31% Satisfied    61% Very satisfied</b>
Comments from PPG	Some patients may not like being asked about their problem, however this is necessary to ensure the right health care professional sees the patient.
Action	<ul style="list-style-type: none"> <li>Review information &amp; questions asked by receptionists.</li> <li>Ask patients about their experiences of the telephone contact for sit &amp; wait.</li> <li>Information in newsletters as to why questions need to be asked for urgent appointments</li> </ul>
<b>Q3.3</b>	<b>Being able to be seen on the day you rang for an appointment</b>

Results	<b>6.9% V dissatisfied/dissatisfied</b> <b>8.5% Neither dissatisfied nor satisfied.</b> <b>34% Satisfied</b> <b>50% Very satisfied</b> <b>Last years results 2013</b> <b>2.5% V dissatisfied/dissatisfied</b> <b>0 % Neither dissatisfied nor satisfied.</b> <b>10% Satisfied</b> <b>87% Very satisfied</b>
Comments from PPG	Difficult to understand the results when patients can be seen on the same day if there is an urgent problem
Action	<ul style="list-style-type: none"> <li>No action to be taken</li> </ul>
<b>Q3.4</b>	<b>Length of time waiting to see the doctor or nurse</b>
Results	<b>10% V dissatisfied/dissatisfied</b> <b>17.9% Neither dissatisfied nor satisfied.</b> <b>44% Satisfied</b> <b>26% Very satisfied</b> <b>Last years results 2013</b> <b>8% V dissatisfied/dissatisfied</b> <b>4% Neither dissatisfied nor satisfied.</b> <b>43% Satisfied</b> <b>44% Very satisfied</b>
Comments from PPG	The nature of the sit & wait surgery means that there is a great possibility of delay in being seen
Action	<ul style="list-style-type: none"> <li>Ensure that patients are told that they may have to wait up to an hour to be seen &amp; why at initial telephone call</li> <li>Continue &amp; also further develop the means of informing patients of the length of wait during the surgery</li> </ul>
<b>Q3.5</b>	<b>Level of care given by the doctor or nurse</b>
Results	<b>2% V dissatisfied/dissatisfied</b> <b>2.9% Neither dissatisfied nor satisfied.</b> <b>31.6% Satisfied</b> <b>63% Very satisfied</b> <b>Last years results 2013</b> <b>2.6% V dissatisfied/dissatisfied</b> <b>3.9% Neither dissatisfied nor satisfied.</b> <b>31% Satisfied</b> <b>61% Very satisfied</b>
Comments from PPG	The majority of patients are satisfied with their care.
<b>Q3.6</b>	<b>What would you have done instead if the “sit &amp; wait” surgery was not available.</b>
Results	<b>PHARMACY – 36</b> <b>2013 PHARMACY - 15</b> <b>NHS DIRECT/WALK IN – 43</b> <b>NHSDIRECT/WALK IN - 26</b> <b>A &amp; E – 13</b> <b>A &amp; E – 6</b> <b>OTHER – 30 what would this be?</b> <b>OTHER – 24</b> <b>TOTAL - 122</b> <b>TOTAL 71</b>
Comments from PPG	56 patients would have sought care at either A & E (13) or walk in centre (43) It is puzzling what the other 30 would have done as they did not answer the question
Action	<ul style="list-style-type: none"> <li>No action required</li> </ul>

### CANCELLING/NOT ATTENDING PREARRANGED APPOINTMENTS

<b>Q4.1</b>	<b>Do you find it easy to cancel an appointment</b>
	<b>2% No</b> <b>57%Yes</b> <b>40% Had never needed to cancel</b>
	Positive result, however DNAs continue to be problematic
<b>Q4.2</b>	<b>Which would be the easiest option to cancel</b>
	<b>13.6% Text</b> <b>59% Telephone</b> <b>0.9% Come to surgery</b> <b>15.6% Online</b> <b>3.9% E Mail</b> <b>6.8% Designated phone line to leave message</b>
Comments from PPG	Q4.2 needs more publicity.
Action	<ul style="list-style-type: none"> <li>The PPG will continue to work with the practice to reduce the number of DNAs</li> <li>Discuss sending DNA letter out during one month to identify reasons for non attendance</li> <li>Information in newsletters, posters on DNA figures.</li> <li>Discuss dedicated phone line for cancellations</li> </ul>

<b>CLEANLINESS</b>	
<b>Q5.1</b>	<b>The standards of cleanliness in the toilets</b>
Results	<b>1.5% Fair                      98% Good/very good/excellent</b>
<b>Q5.2</b>	<b>The standards of cleanliness in the waiting area</b>
Results	<b>1.6% Fair                      98% Good/very good/excellent</b>
<b>Q5.3</b>	<b>The standards of cleanliness in the doctors/nurses HCA room</b>
Results	<b>2.5% Fair                      97% Good/very good/excellent</b>
Comments from PPG	Although not 100%, the results are very positive
Action	<ul style="list-style-type: none"> <li>• Feedback to the staff who are involved with cleaning the practice premises as there are excellent results</li> <li>• Discuss checking the toilets during the day</li> <li>• Discuss using a notice to ask for patients to feedback to the receptionist if there is a problem with cleanliness on the practice premises.</li> </ul>

<b>Review of previous years actions and achievements</b>	
Lunchtime telephone availability	A receptionist is available to take telephone calls
Improved appointment availability for Doctor of choice	This continues to be a source of comments, Some GPs work part time so availability is always going to be an issue.
48 hour appointments availability	"Sit and wait" surgeries ensure that anyone requiring an appointment within 48 hours can be seen, however this will not be their doctor of choice.
The PPG continue to work in a very positive way with the practice. The PPG is listened to Actions suggested are acted on after discussion of viability.	

<b>Publication of the report</b>
<p>The report will be published on the practice website, there will be hard copies available in the waiting area.</p> <p>Information on how to see a copy of the report will be put in the PPG newsletter.</p> <p>Information will be sent round to "Virtual Group" members</p> <p>A copy will be available in the Library</p> <p>Information will be put in the village newsletters informing patients where they can view the report</p>

<b>Practice opening hours</b>
<p>Reception open Monday to Friday 8am - 6.30pm                      Telephones live from 8am – 630pm</p> <p>Online booking for appointments and repeat prescriptions available 24hrs.</p> <p>GP surgeries – 8.30am – 11am and 4.10pm – 6pm</p> <p>GP extended hours surgeries 7am – 8 am - 5 clinics per week,</p> <p>Occasional late GP clinics 6.30pm – 7.30pm</p> <p>Health care assistant clinic starts at 7am every Thursday</p> <p>GP available for telephone contact</p>



<b>PRECIS OF ACTIONS</b>	
<b>PATIENT CARE RELATED</b>	
<b>Q 1. 1</b>	<b>Ease of contacting the practice on the telephone</b>
	<ul style="list-style-type: none"> <li>• Review staffing levels for answering the phone.</li> <li>• Review the introductory message when the phone is answered.</li> <li>• Prepare information for patients relating to: -</li> <li>• Tell the practice by 10 if you need an urgent appointment or home visit</li> <li>• Phoning for results and making non urgent appointments would ideally be left until after 10am</li> <li>• Encouraging patients to use systmonline for making appointments and ordering repeat prescriptions.</li> <li>• Repeat this question in next quality questionnaire</li> </ul>
<b>Q 1. 1</b>	<b>Ease of contacting the practice on the telephone</b>
	Information for patients on using sit & wait surgeries for urgent problems.
<b>Q1.3</b>	<b>Opportunity of seeing Doctor/ Nurse of your choice</b>
	<ul style="list-style-type: none"> <li>• Posters in waiting area about why you may not be able to get a doctor of your choice.</li> <li>• Identify number of appointments for each GP per week</li> <li>• Information re sit &amp; wait surgeries i.e. not feasible to have doctor of choice</li> <li>• Check systmonline for length of time before being able to make an appointment with a specific doctor</li> <li>• Advertise telephone appointments with doctor of choice.</li> </ul>
<b>Q1.4</b>	<b>Opportunity of speaking to Doctor/ Nurse on the telephone when necessary</b>
	<ul style="list-style-type: none"> <li>• Discuss the protocol on telephone calls</li> <li>• Identify possible areas for improvement</li> </ul>
<b>Q1.5</b>	<b>Level of privacy &amp; dignity is respected by the doctor</b>
<b>Q1.6</b>	<b>Level of privacy &amp; dignity is respected by the nurse</b>
<b>Q1.7</b>	<b>Level of privacy &amp; dignity is respected by the HCA</b>
	<ul style="list-style-type: none"> <li>• All staff to be commended on this important aspect of patient care</li> <li>• Consider issues around other staff entering the room where the patient is being seen.</li> </ul>
<b>Q1.8</b>	<b>Level the doctor has helped understanding of care &amp; treatment</b>
<b>Q1.9</b>	<b>Level the nurse has helped understanding of care &amp; treatment</b>
	<ul style="list-style-type: none"> <li>• To be discussed by practice nurses</li> </ul>
<b>INFORMATION</b>	
<b>Q2.1</b>	<b>How much information does the practice &amp; PPG provide on services, health information &amp; local health events</b>
<b>Q2.2</b>	<b>Do you look at the notice boards in the waiting room</b>
<b>Q2.3</b>	<b>Do you look/take leaflets on display</b>
<b>Q2.4</b>	<b>Do you read the PPG newsletter</b>
<b>Q2. 6</b>	<b>Do you look at the practice website</b>
	<ul style="list-style-type: none"> <li>• Practice manager to contact web company to clarify some points.</li> <li>• Advertise the website in newsletter etc.</li> <li>• Website etc. on letterheads etc. now anyway</li> <li>•</li> </ul>
<b>Q2.7</b>	<b>Have you read the PPG pages on the website</b>

	<ul style="list-style-type: none"> <li>To advertise the web page whenever possible</li> </ul>												
<b>Q2.8</b>	<b>Would you like to attend information sessions on health topics</b>												
	<ul style="list-style-type: none"> <li>The PPG will consider organizing some health events based on topics identified.</li> <li>The PPG will advertise events organized by the CCG</li> <li>The CCG will be approached to support this</li> </ul> <p><b>Topics</b></p> <table> <tr> <td>Diabetes</td> <td>Mental health issues</td> </tr> <tr> <td>Keeping healthy/self care</td> <td>Menopause</td> </tr> <tr> <td>Men's issues</td> <td>Weight loss</td> </tr> <tr> <td>Continence problems</td> <td>Heart problems</td> </tr> <tr> <td>Stroke</td> <td>General health issues</td> </tr> <tr> <td>Arthritis</td> <td>Children's health</td> </tr> </table>	Diabetes	Mental health issues	Keeping healthy/self care	Menopause	Men's issues	Weight loss	Continence problems	Heart problems	Stroke	General health issues	Arthritis	Children's health
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<b>Q2.11</b>	<b>How would you like the practice to provide information</b>												
	<b>23.6% Website 13% Posters 33%Newsletters 30% Email</b>												
	<ul style="list-style-type: none"> <li>There will be a drive to gain permission from patients to use their mobiles to text or send emails with relevant information</li> </ul>												
<b>SIT &amp; WAIT SURGERIES</b>													
<b>Q3.2</b>	<b>Information given by the person who answered the phone</b>												
	<ul style="list-style-type: none"> <li>Review information &amp; questions asked by receptionists.</li> <li>Ask patients about their experiences of the telephone contact for sit &amp; wait.</li> <li>Information in newsletters as to why questions need to be asked for urgent appointments</li> </ul>												
<b>Q3.4</b>	<b>Length of time waiting to see the doctor or nurse</b>												
	<ul style="list-style-type: none"> <li>Ensure that patients are told that they may have to wait up to an hour to be seen &amp; why at initial telephone call</li> <li>Continue &amp; also further develop the means of informing patients of the length of wait during the surgery</li> </ul>												
<b>CANCELLING APPOINTMENTS/NOT ATTENDING PREARRANGED APPOINTMENTS</b>													
<b>Q4.1</b>	<b>Do you find it easy to cancel an appointment</b>												
<b>Q4.2</b>	<b>Which would be the easiest option to cancel</b>												
	<b>13.6% Text 59% Telephone 0.9% Come to surgery 15.6% Online 3.9% E Mail 6.8% Designated phone line to leave message</b>												
	<ul style="list-style-type: none"> <li>Ensure that patients are told that they may have to wait up to an hour to be seen &amp; why at initial telephone call</li> <li>Continue &amp; also further develop the means of informing patients of the length of wait during the surgery</li> </ul>												
<b>CLEANLINESS</b>													
<b>Q5.1</b>	<b>The standards of cleanliness in the toilets</b>												
<b>Q5.2</b>	<b>The standards of cleanliness in the waiting area</b>												
<b>Q5.3</b>	<b>The standards of cleanliness in the doctors/nurses HCA room</b>												
	<ul style="list-style-type: none"> <li>Feedback to the staff who are involved with cleaning the practice premises as there are excellent results</li> <li>Discuss checking the toilets during the day</li> <li>Discuss using a notice to ask for patients to feedback to the receptionist if there is a problem with cleanliness on the practice premises</li> </ul>												