

HARVEY GROUP PRACTICE
PATIENT PARTICIPATION GROUP AND PATIENT SURVEY RESULTS
2012-13

In October 2011, the Practice began to correspond by email and letter to a group of 94 patients who formed a patient participation group (PPG) that was representative of the patient list in terms of age, ethnicity, long term medical conditions, and caring. Two PPG meetings were held in May 2012 & September 2012 at which 22 and 9 patients respectively attended along with two GPs and the Practice Manager.

The PPG currently stands at 90 patients and includes a minimum of 7 ethnic groups with a history of the most common long term health conditions such as a heart disease, diabetes, raised blood pressure, respiratory disease, and cancer. We have male and female representatives covering an age range from 26-85. Some patients have expressed a willingness to attend PPG meetings, others to receive and send information by email.

During the two PPG meetings many points were discussed and wherever possible these were actioned quickly and details fed back to patients. From those issues that remained unresolved I prepared a list and circulated it to the PPG for comments on the suitability for inclusion in a patient survey. From those responses, the final selected questions were compiled for the survey. Forms were initially sent to the PPG, who confirmed their satisfaction, and in many cases completed the survey. All patients for whom an email address was held were sent a survey form and then between December 2012 and February 2013 printed forms were made available at both Harvey House, and Jersey Farm Surgeries. Approximately 185 survey forms were completed and the responses and additional comments were collated.

I am pleased to note again the high level of satisfaction both overall and for most of the specific questions.

A three page report was emailed or posted to the PPG members in February 2013 with a proposed action plan. Comments were invited and the responses were in agreement with the plan. A statistical summary of the survey results is shown at the end of this report.

I will now briefly comment on some of the results and opinions expressed by patients.

The ratio, of immediate to longer term booking, appointments is set with the aim of meeting patient demand. The exact figures were presented at a patient participation group meeting and those present were satisfied with the ratio.

Five patients expressed a wish to have more immediately available appointments. The appointment system is continually kept under review and if necessary the ratio can be changed to reflect the majority of patient's wishes.

Several patients again expressed a wish to have their bloods taken at the surgery. We do not currently have space for this service but Herts Valley

Clinical Commissioning Group will take over all local commissioning from 1 4 2013 and they will be reviewing the current service at St Albans City Hospital.

Other services requested included well-woman, and minor ops (both currently offered), physiotherapy, and an up to date list of services and details of each GPs 'specialist' areas of expertise.

3 patients commented on GP clinics running late.

The change of our computer system and the coincidental change to the Emis (Patient) Access system raised some issues. Hopefully the initial problems with our own system have now been overcome. The Patient Access system now offers the facility for patients to re-set their own password but the required 5 security questions has not been well received. I regret this is outside our control.

Three patients made comments critical of reception staff though the overall ratings were extremely positive.

Single requests were made for longer opening hours for commuters, text messaging, GP telephone consultations (long established), fewer locums, and more space for pushchairs.

We are hoping to improve the telephone service, especially for Jersey Farm patients, with the installation of a new system. Regrettably the installation has been delayed due to a number of technical problems but this should be completed within the next two months.

The action plan agreed with the PPG is as follows:

- Arrange a meeting with the patient participation group to discuss the introduction of Wednesday afternoon opening at Jersey Farm, and possible extended opening at Harvey House.
- At the same meeting to reach agreement, ideally with patient(s) participation on revamping the posters and displays of information in the waiting rooms. Discussion can also involve how this information is displayed on our new website.
- A concerted effort to increase the number of email addresses held to enable contact in this format.
- Publicity about the wealth of Patient leaflets available on Patient.co.uk website. These can be requested from the doctor or nurse or downloaded at home.

The current Practice opening hours are:

Harvey House: Monday - Friday 8.15am - 6.00pm

Jersey Farm: Monday - Friday 8.45am - 12.00 midday and 3.30pm - 6.00pm

Closed Wednesday afternoons

Most appointments are between 9am and 12.15pm, and 4pm and 6pm on Monday to Friday. We also offer some appointments between 2.30pm to 4.15pm on Monday to Friday at Harvey House.

Extended hours appointments for a GP, and nurse at available at Harvey House on Saturdays from 9am to 11.45am.

Summary of Survey Results

The following figures are percentages

Preferred method of booking appointments

Phone	55
In person	22
Online	22

Success in booking an appointment less than 48 hours ahead

Able to	64
Unable	36

Success in booking an appointment of choice more than 48 hours ahead

Able to	77
Unable to	23

Do patients try to see a doctor of choice & if so do they succeed?

No	39
Yes	61

If yes are they successful?

Always or most of the time	88
Not often or never	12

Planning your care – percentage satisfied on 3 questions

Rating	95
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Would have liked additional information

Yes	40
No	60

Satisfaction with hours of access to surgery

	Harvey House	Jersey Farm
Very satisfied	61	32
Fairly satisfied	30	63
Dissatisfied	8	5

Preferred ways of accessing patient & services information (*figures are actual*)

Website	132
Email	112
Posters/leaflets	89
Text message	40
Facebook	5
Twitter	4

The following figures are averages based on a rating score from 1-4

Satisfaction with GP consultation: overall rating on 9 separate questions scored from 1-4

Rating 3.8

Satisfaction with nurse consultation: overall rating on 9 separate questions scored from 1-4

Rating 3.7

Telephone access – overall rating on 4 questions scored from 1-4

Harvey House 2.9

Jersey Farm 2.9

Reception – overall rating on 4 questions scored from 1-4

Harvey House 3.5 average rating

Jersey Farm 3.5 average rating

Premises – overall rating on cleanliness, décor, & comfort of seats scored from 1-4

Harvey House 3.2 average rating

Jersey Farm 3.3 average rating

Services satisfaction based on score of 1-4

Harvey House 3.6 average rating

Jersey Farm 3.6 average rating

Overall satisfaction based on score of 1-4

Harvey House 3.7 average rating

Jersey Farm 3.7 average rating

The survey forms were completed by patients in all of the 9 age groups from under 17 to over 85, by 12 carers, and from 8 ethnic groups including the 3 covering the highest percentage of patients. 59% of the forms were completed by females.

Report written by Philip Eaton, Practice Manager, March 2013