

# ***King Edward Street Patient Participation Group Annual Report 2015/2016***

## ***Introduction***

This report summarises the ongoing activities of the King Edward Street Medical Practice's Patient Participation Group (PPG) and presents the findings of its fifth annual patient survey.

The Patient Group, established in line with national guidance, continues to give patients a voice in the organisation of their care. The purpose of the Patient Group remains to ensure that patients are involved in decisions about the range and quality of services provided and, over time, commissioned by their practice. In so doing the Practice has brought a formal mechanism to its longstanding practice of listening to patients and acting on their views.

In recent years the practice has undergone a number of changes, most notably seeing the retirement of Dr Gancz and the move from a single-handed practice to a partnership (with Dr Naomi Drury and Dr Marykate Kirkaldy being the partners). A number of receptionists have also retired and we have welcomed some new members to the team. However, the Practice ethos in terms of providing a friendly and responsive service that offers the highest levels of care remains unchanged. The patient population also remains relatively unchanged and continues to be skewed towards the young adult age group (being a city-centre practice that works closely with the University) with a list size of around to 4,500. Observations on the practice population set out in previous year's versions of this report continue to apply.

## ***Changes to the Group's membership and activities***

Membership of the patient group has also changed, although we still have one or two of the original members. We have welcomed a new Chair to the group – in the form of Jack Mahoney, who has taken over from Marianne Talbot, and we are very grateful for the time he is giving to support the group. Inevitably, the inclusion of representatives from the university Junior and Middle Common Rooms (from the three main colleges for whom we are the college doctors), means there has been a degree of turnover each year, since these members are replaced annually through a college election process.

Recruitment information continues to be displayed within the practice on notice boards in both the upstairs and downstairs waiting rooms, and on the practice's website and the group would welcome any expressions of interest from potential new members, especially from those with disabilities and/ or in the 70+ age bracket, or from minority ethnic heritages to ensure the group truly reflects the diversity of the practice.

The group continues to have a good presence on the Practice's website, via its "Have Your Say" area on the home page with a link to both the Patient Group section of the site and the Friends and Family Test. This now includes a "virtual group" page inviting patients to sign up. And people can also sign up to receive each new issue of the newsletter as it is published. The Group continues to meet three times per year (to coincide with the university's three-terms), and are run by the group's (s)elected Chair. Secretarial support is provided by the Practice Manager and the senior GP partner of the Practice attends some but not all of the meetings.

### ***Priorities for the survey***

The PPG wished to retain the survey's focus on its established priorities, which remain the same as in the previous year – flexible access, polite and friendly treatment, and excellent levels of care. It was felt that there were no new issues emerging from the previous survey that were not already addressed by the existing questions.

The group agreed that the survey worked well in the previous year and that its largely closed question format ensured the survey was quick to complete and easy to analyse. Consistency with previous surveys was maintained by the use of a 5 point rating scale.<sup>1</sup> The group agreed that keeping the final question open for comment was an effective way to obtain constructive feedback to drive future surveys and to establish patients' needs and wishes.

Last year it was decided to use the GMC's patient survey, instead of using the one designed by this group back in 2012, so that it could feed in more directly to the GP appraisal process. This had the added bonus of being available for completion by patients via an online process using the GPs appraisal software. However, this year we decided to return to the original survey as it was felt this gives a more rounded view of the practice as a whole rather than focussing too narrowly on GPs only.

### ***Method of the patient survey***

The survey was carried out in paper form over an 8-day period during early-February 2016. This meant it was done over a similar time frame to the previous two years' surveys. All patients visiting the practice during this time were invited by the receptionists to complete a survey. All surveys were anonymous to encourage more honest outcomes. The completed sheets were posted into one of two sealed post boxes (one in each waiting room) to ensure confidentiality and anonymity. Surveys were subsequently analysed by the Practice manager without any involvement from the GPs.

By the end of the period 100 surveys had been completed, representing some 2.2% of the entire practice population. This was agreed as being a sufficiently large enough number of responses to be considered representative. Answers were coded onto an Excel spreadsheet by the Practice manager for sharing with the Patient Group.

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<sup>1</sup> 1 = terrible      2 = poor      3 = fair      4 = good      5 = excellent

## Key findings

The Practice continues to perform very well – the results are overwhelmingly positive and are remarkably consistent over time. In each of the last five year’s surveys, the practice continues to experience very high levels of satisfaction from patients.

The best answer was always the most popular (with three exceptions). The worst answer was very rarely selected. The exceptions were (and in 2 of these the second best answer was the most popular):

- how quickly do you usually get to see a particular doctor (when you wanted to)
- the length of time you usually wait at the practice for your consultations to begin
- ability to speak to a doctor when you have a question or need medical advice

Satisfaction with opening hours has improved this year and same day access to a GP for urgent situation has improved slightly.

### Q1: How do you rate the way you are treated by receptionists at your practice?

2012-13		2015-16	
<b>Terrible or poor</b>	<b>0%</b>	<b>Terrible or poor</b>	<b>0%</b>
<b>Good or excellent</b>	<b>99%</b>	<b>Good or excellent</b>	<b>94%</b>

### Q2: How do you rate the hours that your practice is open for appointments?

2012-13		2015-16	
<b>Terrible or poor</b>	<b>1%</b>	<b>Terrible or poor</b>	<b>1%</b>
<b>Good or excellent</b>	<b>82%</b>	<b>Good or excellent</b>	<b>89%</b>

### Q3: Thinking of times when you want to see a particular doctor, how quickly do you usually get to see this doctor?

2012-13		2015-16	
<b>Terrible or poor</b>	<b>3%</b>	<b>Terrible or poor</b>	<b>4%</b>
<b>Good or excellent</b>	<b>69%</b>	<b>Good or excellent</b>	<b>72%</b>

### Q4: If you need to see a GP urgently, can you normally get seen on the same day?

2012-13		2015-16	
<b>No</b>	<b>13%</b>	<b>No</b>	<b>7%</b>
<b>Yes</b>	<b>87%</b>	<b>Yes</b>	<b>91%</b>

### Q5: How would you rate the length of time you usually wait at the practice for your consultations to begin?

2012-13		2015-16	
<b>Terrible or poor</b>	<b>8%</b>	<b>Terrible or poor</b>	<b>17%</b>
<b>Good or excellent</b>	<b>50%</b>	<b>Good or excellent</b>	<b>48%</b>

### Q6: Thinking of times you have phoned the practice, how do you rate the following:

#### a) ability to get through to the practice on the phone?

2012-13		2015-16	
<b>Terrible or poor</b>	<b>3%</b>	<b>Terrible or poor</b>	<b>7%</b>
<b>Good or excellent</b>	<b>86%</b>	<b>Good or excellent</b>	<b>74%</b>

#### b) ability to speak to a doctor when you have a question or need medical advice?

2012-13		2015-16	
<b>Terrible or poor</b>	<b>3%</b>	<b>Terrible or poor</b>	<b>5%</b>
<b>Good or excellent</b>	<b>70%</b>	<b>Good or excellent</b>	<b>66%</b>

**Q7: Thinking about today's consultation with the doctor, how do you rate the following:**

**a) How well the doctor listened to what you had to say?**

2012-13		2015-16	
<b>Terrible or poor</b>	<b>1%</b>	<b>Terrible or poor</b>	<b>1%</b>
<b>Good or excellent</b>	<b>88%</b>	<b>Good or excellent</b>	<b>85%</b>

**b) How much the doctor involved you in decisions about your care?**

2012-13		2015-16	
<b>Terrible or poor</b>	<b>1%</b>	<b>Terrible or poor</b>	<b>2%</b>
<b>Good or excellent</b>	<b>87%</b>	<b>Good or excellent</b>	<b>83%</b>

**c) How well the doctor explained your problems or any treatment that you need?**

2012-13		2015-16	
<b>Terrible or poor</b>	<b>1%</b>	<b>Terrible or poor</b>	<b>1%</b>
<b>Good or excellent</b>	<b>87%</b>	<b>Good or excellent</b>	<b>83%</b>

**Q8: After seeing the doctor today do you feel able to understand your problem(s) or illness?**

2012-13		2015-16	
<b>Terrible or poor</b>	<b>2%</b>	<b>Terrible or poor</b>	<b>1%</b>
<b>Good or excellent</b>	<b>88%</b>	<b>Good or excellent</b>	<b>83%</b>

**Q9: All things considered how satisfied are you with your practice – on a scale from 1 to 10**

2012-13		2015-16	
<b>Score of 1, ,2 or 3:</b>	<b>0%</b>	<b>Score of 1, ,2 or 3:</b>	<b>1%</b>
<b>Score of 8, 9 or 10:</b>	<b>91%</b>	<b>Score of 8, 9 or 10 :</b>	<b>91%</b>

On the negative side, the ability to get through on the phone has worsened. Only just over 4 in 10 people thought this was excellent, compared with 6 in 10 in previous years. As in previous years, the greatest area of dissatisfaction is with waiting times for a consultation to begin. Less than half of respondents rated waiting times as very good or excellent. This was the only area where a minority chose the best scores.

Overall, however, patients rated the surgery very highly and indicated that they were very happy with their clinical consultations for all doctors. In particular patients feel:

- levels of access are good – patients can usually get an appointment without waiting very long and the opening hours are highly regarded;
- the receptionists are treating them as they would like;
- extremely confident in the GP's ability to provide care.

Patients completing the survey were invited to add any comments. About half of respondents left a comment and in total 22% of those that did so gave a very appreciative opinion. Of the critical comments that were made a third of them were about the long waiting time for their appointment to begin. Furthermore, more people are mentioning this each year. This is a clear message against a background of otherwise fantastic results. Of those that made a different criticism, the next most common critical answers related to quicker access to appointments/ more same day appointments (20%).



The full results are given in Annex 1 (see pp.7-11).

In terms of the demographics of the survey respondents, these bore a very strong correlation to previous years and to the practice population as a whole. The majority of respondents were female (60%) and the majority of respondents reported their ethnicity as white (85%). Of the non-white respondents 0% described themselves as 'black', 4% as 'Asian', 2% as 'Chinese' and 2% as 'mixed'. There was a less even spread in terms of age ranges, with the majority of those surveyed being in their twenties but all ages are represented. Students are close to half of those surveyed. 60% of respondents live in rented accommodation and around 30% are owner-occupiers. About ¼ of respondents have a long-term condition or disability.

### **Action plan and next steps**

The results of the survey have been posted on the Practice website and are displayed on notice boards in the upstairs and downstairs waiting rooms. The Patient Group met on Wednesday 24 February to enable members to comment on the survey results, to review the impact of last year's action plan and to discuss new priorities and actions for the year ahead.

The Group were satisfied that most of its actions from last year had been effectively implemented, although it was noted that the frequency of the newsletter had not increased as planned.

<b>Action</b>	<b>By whom</b>	<b>Status</b>
Find a new Chair for the Patient Group and recruit new members	Practice Manager and staff	done
Update the new look website to ensure its content is as informative and accurate as possible. Improve the website as means for patients to submit information to the Practice.	PPG members and Practice Manager	done
Promote Vision online throughout the practice and increase the number of patients that have registered to use it.	Practice Manager, staff and PPG Group members	Done but remains an ongoing need

<b>Action [cont]</b>	<b>By whom</b>	<b>Status</b>
Raise awareness amongst as many patients as possible that telephone consultations can be requested.	Practice Manager, staff and PPG Group members	Ongoing
Increase the frequency of the Patient Group newsletter from six monthly to three times per year	Practice Manager in conjunction with the PPG Chair	Outstanding
Continue to take ownership for the Suggestions Box (and the on-line virtual suggestions box), including collating and acting upon the views of all patients – not just those in the PPG	PPG Chair in conjunction with the Practice Manager	Ongoing

As in previous years the group felt that the survey findings, which were overwhelmingly positive, suggest that patients are extremely satisfied with the way the Practice operates and the service they receive. No dramatic actions or interventions were felt to be necessary.

Whilst the positive results of this recent survey has not identified any major actions for the Patient Group to pursue, the Group has decided that the Practice should be doing more to promote online services to increase their uptake by a greater number of patients. Developments to the website go hand-in-hand with this, and recent efforts to ensure its content is up to date and interactive wherever possible, need to be maintained. If this is not kept under a ‘watchful eye’ it can quickly date again, with the danger that patients begin to think of it as less reliable.

It was also clear to the Patient Group that although there appears to be no ‘magic bullet’ to resolve the issue around delays when waiting to see a GP, it is vital for the practice to maintain its focus on trying to alleviate this problem by making changes as and when it sees fit in order to help GPs run to time more often.

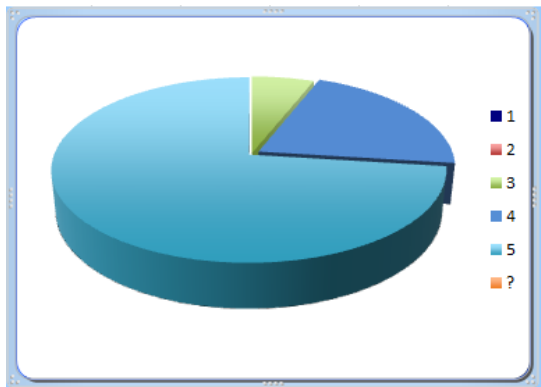
It was also felt that the practice should do more to promote the use of phone consultations and that ensuring as many patients as possible are aware that they can ask to be put down for a phone call from the doctor, could have a positive impact on appointment availability and waiting times.

The full list of the Group’s priorities for the coming year is provided in Annex 2 (see p.14).

## King Edward St Patient Survey Results 2015-16

Number of Responses: **100**

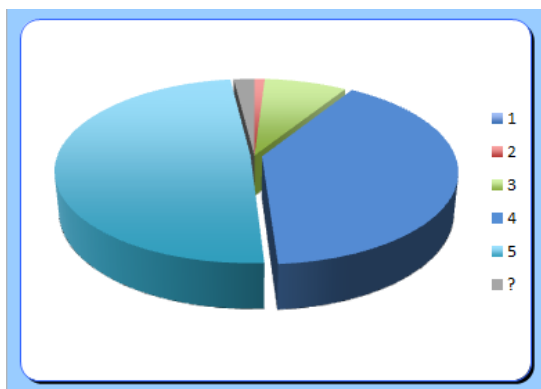
**Q1. How do you rate the way you are treated by receptionists at your practice?**



rating	%
1	0
2	0
3	6
4	21
5	73
?	0
n/a	0

0 scored '1' or '2'  
94 scored '4' or '5'

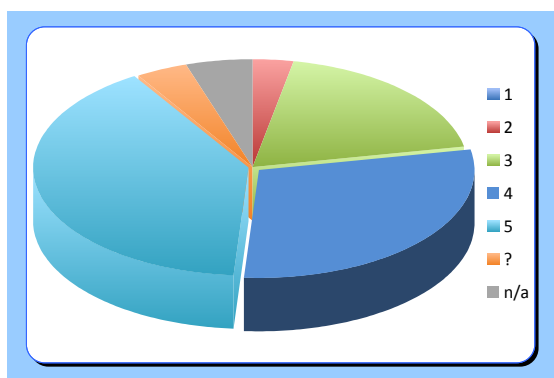
**Q2. How do you rate the hours that your practice is open for appointments?**



rating	%
1	0
2	1
3	8
4	40
5	49
?	2
n/a	0

1 scored '1' or '2'  
89 scored '4' or '5'

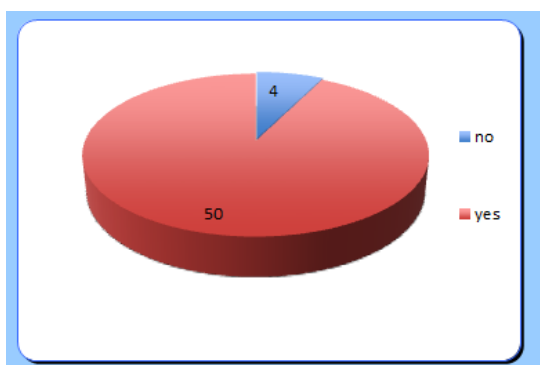
**Q3. Thinking of times when you want to see a particular doctor, how quickly do you usually get to see this doctor?**



rating	%
1	1
2	3
3	11
4	38
5	34
?	3
n/a	10

4 scored '1' or '2'  
72 scored '4' or '5'

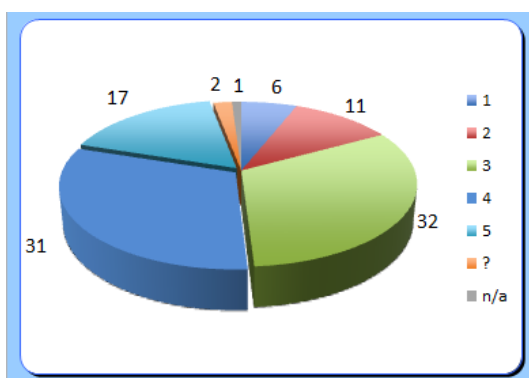
Q4. If you need to see a GP urgently, can you normally get seen on the same day?



answer	%
no	4
yes	50
n/a*	45
don't know	1

\*46 respondents hadn't needed to see a GP urgently (n/a) – they are excluded from this chart

Q5. How would you rate the length of time you usually wait at the practice for your consultations to begin?

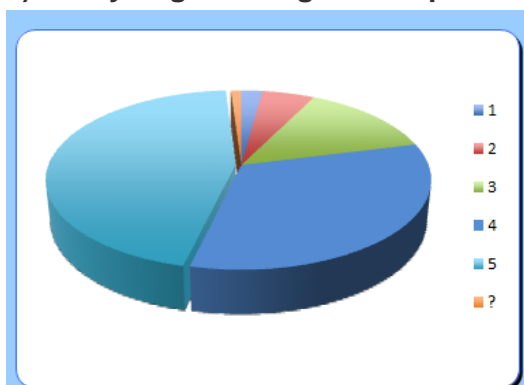


rating	%
1	6
2	11
3	32
4	31
5	17
?	2
n/a	1

17 scored '1' or '2'

48 scored '4' or '5'

Q6. Thinking of times you have phoned the practice, how do you rate the following:  
a) ability to get through to the practice on the phone?

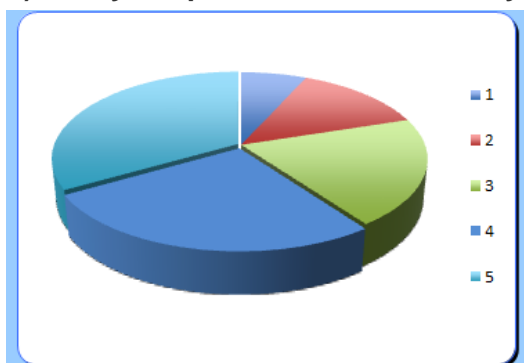


rating	%
1	2
2	5
3	13
4	31
5	43
?	1
n/a	5

7 scored '1' or '2'

74 scored '4' or '5'

b) ability to speak to a doctor when you have a question or need medical advice?



rating	%
1	1
2	2
3	16
4	20
5	17
?	4
n/a	40

5% scored '1' or '2'

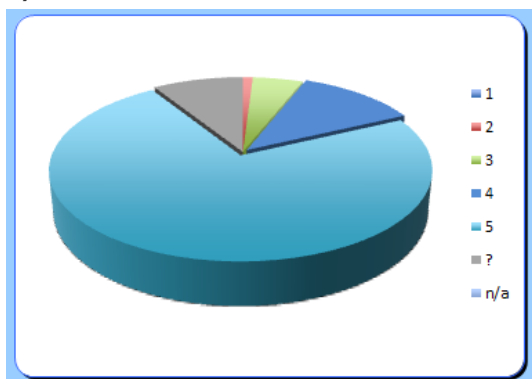
66% scored '4' or '5'

\*44 n/a respondents excluded from chart



Q7. Thinking about today's consultation with the doctor, how do you rate the following:

a) How well the doctor listened to what you had to say?

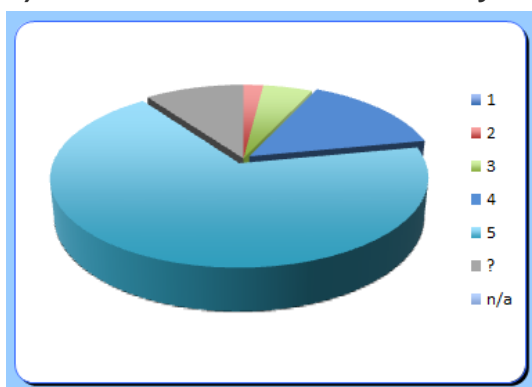


rating	%
1	0
2	1
3	5
4	12
5	73
?	9
n/a	0

1 scored '1' or '2'

85 scored '4' or '5'

b) How much the doctor involved you in decisions about your care?

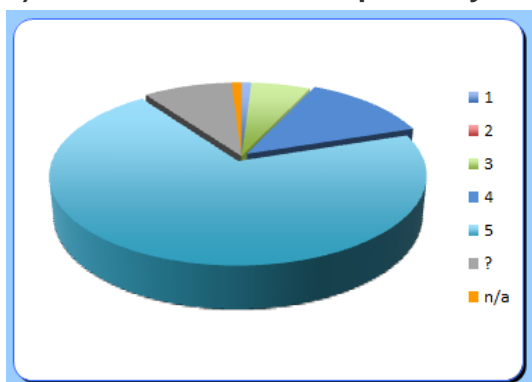


rating	%
1	0
2	2
3	5
4	15
5	68
?	10
n/a	0

2 scored '1' or '2'

83 scored '4' or '5'

c) How well the doctor explained your problems or any treatment that you need?

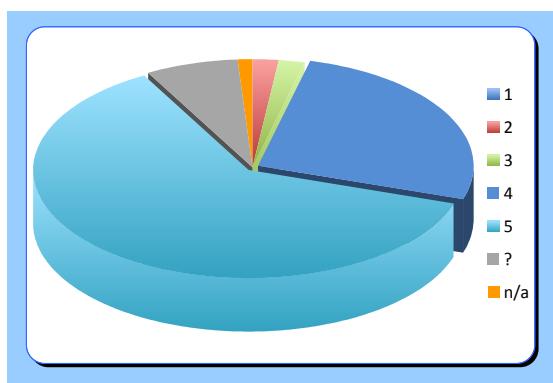


rating	%
1	1
2	0
3	6
4	13
5	70
?	9
n/a	1

1 scored '1' or '2'

83 scored '4' or '5'

**Q8. After seeing the doctor today do you feel able to understand your problem(s) or illness?**

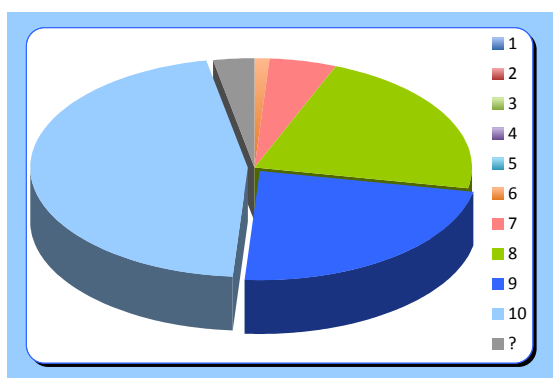


rating	%
1	1
2	2
3	5
4	17
5	65
?	7
n/a	3

1 scored '1' or '2'  
83 scored '4' or '5'

**Q9. All things considered:**

**a) How satisfied are you with your practice – on a scale from 1 to 10 (where 1 is the least satisfied and 10 is the most satisfied)?**



rating	%
1	0
2	0
3	1
4	0
5	0
6	1
7	2
8	22
9	29
10	40
?	5

1 scored '1', '2' or '3'  
91 scored '8', '9' or '10'

**b) What would make it a 10?**

Patients were asked this open question and encouraged to free text whatever they wished to express to make the practice better suit their needs. A total of 49 comments were made by 47 patients. The space was left blank by 53 patients.

Of those that did make a comment, the most common critical answers were requests for shorter waiting times (33%) or quicker access to appointments/ more same day appointments (20%). Interestingly, although the question was intended only to solicit critical responses from people who felt the practice needed to improve, 22% of the answers to this question offered highly praising comments, along the lines of wonderful, exceptional or excellent practice.

The two main critical comments were both up by about 50% from previous years, revealing that these remain constant as the areas of greatest concern to patients and suggestive of the fact that these problems may have got worse or are concerning a greater proportion of people. The number of positive comments has remained fairly stable at between a little over a fifth and a little under a quarter of patients making them each year.

All of the comments are included below.

- Best practice I've been in for many years.  
 - Fantastic GP, staff and customer service.  
 - I am better off.  
 - The doctors surgery provides effective efficient treatment. The doctors are friendly and supportive (Dr Drury/ Dr Kirkaldy) in particular. Appointments are easy to book and often I have been seen on the day I rang. Really impressed with the service and like 7:20am start.  
 - It already is a 10! Don't mind waiting times at the practice being a bit longer when it is so easy to get appointments quickly.  
 - I think I receive a great, attentive and responsive service from all the staff at the surgery. I don't feel I have had to wait for appointments (although have never need on in an emergency) it would possibly be useful to have a half-day opening at weekend, although I am always able to get an appointment before work when requested.  
 - I think it already rates a 10 because of the exceptionally caring attitude of the doctors and staff.  
 - I can think of nothing - everyone has always been helpful, kind and professional.  
 - I would like to mention that all surgery staff are incredibly friendly, helpful and professional, and I have a lot of faith in the doctors. This surgery was recommended to me by a friend and I recommend it to others.  
 - I'd like to go much higher than a score of 10!  
 - I understand the main issues with appointment times/ availability are unavoidable. This is therefore a brilliant practice, there are no reasonable/ viable improvements that could be made.

**11**

More magazines **1**

Difficulty in getting through **1**

Communication with hospital, faster referrals, symptoms taken more seriously, individual circumstances considered when classifying something as an emergency. **1**

Suggestng people could speak to a doctor on the phone if they are unable to get a same day/emergency appt. **1**

- Being able to see a specific doctor more quickly (e.g. within 2-3 days), although luckily all the doctors here are equally friendly and approachable so I don't usually mind who I see.  
 - Same day appointments can be difficult. No drops-ins at any time **2**

More information on medications recommended to me **1**

- Less waiting (especially for the nurse).  
 - The long wait means I can't give a score of 10.  
 - I must always wait a very long time. I consider it exceptionally rude to make an appt for a time that I arrive promptly for but has yet to be respected in kind by the surgery. It is so unbearable that I once simply left. An appointment is for a time and I view it as the surgery's responsibility to manage appointment times so as not to abuse my time.  
 - Shorter waits. A tiny bit friendlier.  
 - Time waiting but we can't blame Mr Hunt for that.  
 - Occasionally there are long waits in the waiting room, but not sure how that would be avoided.  
 - Less waiting times.  
 - Shorter waiting times.  
 - Time keeping (less waiting).  
 - Punctuality (less waiting).  
 - I am very satisfied with the care from all 3 doctors but find the most difficult thing is the unpredictability of the waiting time before the consultations begin.  
 - I feel that the waiting times are far too long - if 10 mins appts isnt proving to be long enough they should be extended.  
 - The length of waiting for one's consultation is poor but it has improved recently.  
 - Shorter waiting at practice.  
 - Longer appt slots.  
 - Less waiting time/ more accurate brief on how long I would have to wait.

**16**

- Open later (I work in a school).  
 - Evening opening would be very helpful.  
 - Open a bit longer so I don't have to miss work.  
 - Faster appts, evening/ weekend appts.  
 - Late afternoon appts.  
 - Slightly longer opening hours, but otherwise perfect.  
 - Maybe need another doctor - or one to go full time.  
 - Later appts, perhaps there could be more of these.  
 - Slightly faster appointment availability, some weekend access.  
 - It would be very useful if the surgery opened until 7 pm even one or two days a week. It can be hard to book apps during the day if you work for non-urgent problems. Otherwise everything else is excellent.

**10**

- Easier access to premises (parking).  
 - Better parking! **2**

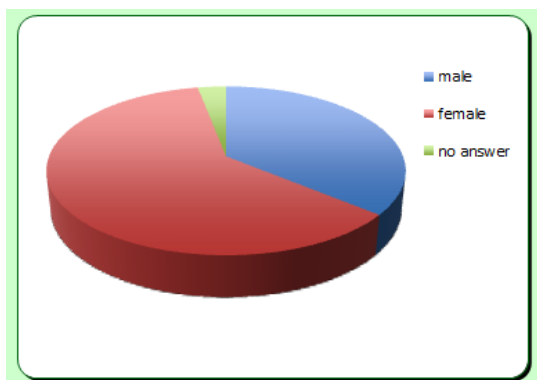
Saw nurse, more accessibility online not being dragged in for bp checks when I can do them at home. **1**

More offers of testing for different conditions to rule them out. **1**

Probably a score of 10 is not possible, often wait more than 15 mins, but the care is good, so I am not worried about it. **1**

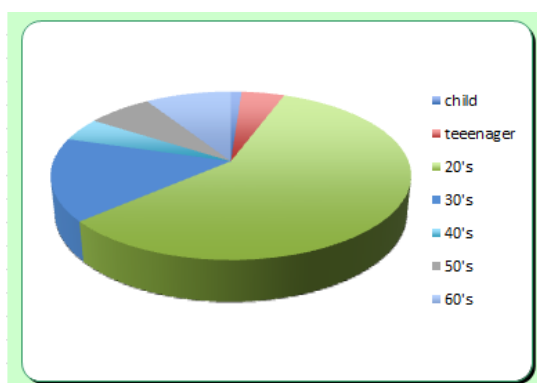
## Demographic breakdown of survey respondents

### Gender



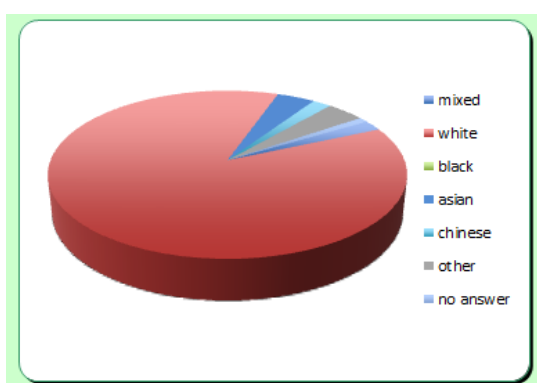
gender	%
male	36
female	61
no answer	3

### Age



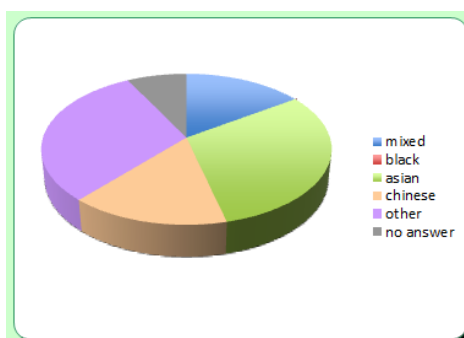
age range	%
child	1
teenager	4
20's	51
30's	14
40's	4
50's	6
60's	8
70's	9
80's	1
no answer	2

### Ethnicity

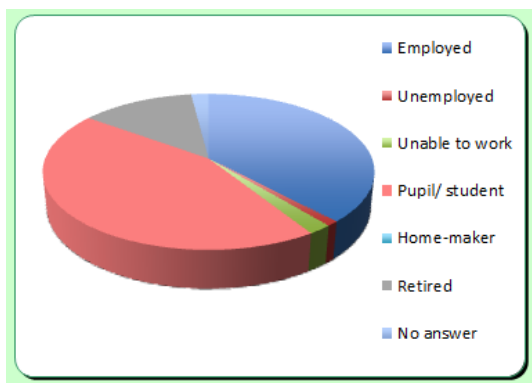


ethnicity	%
mixed	2
white	87
black	0
asian	4
chinese	2
other	4
no answer	1

The breakdown of the 13% non-white respondents is given in this pie-chart.

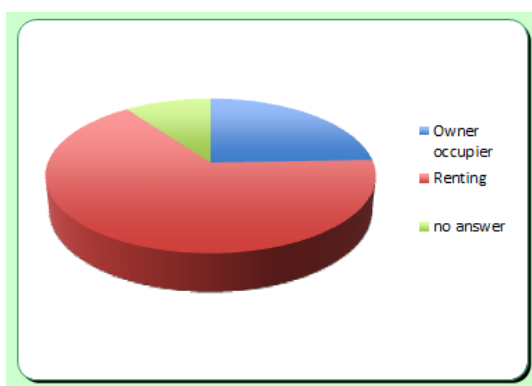


Employment



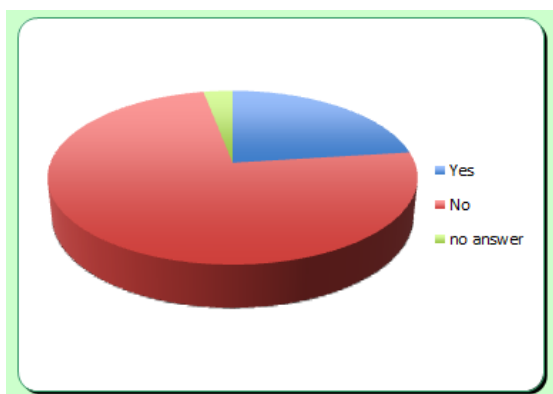
employment	%
Employed	38
Unemployed	1
Unable to work	2
Pupil/ student	44
Home-maker	0
Retired	13
No answer	2

Housing status



housing	%
Owner occupier	22
Renting	59
no answer	9

Disability/ Long term health condition



health	%
Yes	23
No	74
no answer	3

## New Priorities

At its meeting on Wednesday 24 February the Patient Participation Group identified the following Action Points as priorities for the year ahead.

Action	By whom	By when
Continue to take ownership for the Suggestions Box (and the on-line virtual suggestions box), including collating and acting upon the views of all patients – not just those in the PPG	PPG Chair in conjunction with the Practice Manager	Ongoing
Maintain the PPG area of the website by posting details of each meeting, along with the annual report and survey results	Practice Manager in conjunction with the PPG Chair	Ongoing
Increase the frequency of the PPG newsletter from annually to four monthly	Practice Manager in conjunction with the PPG Chair	Mar 2017
Make changes wherever possible to ensure GPs do a better job of running to time	Practice Manager and practice staff	Mar 2017
Ensure the practice does more to promote and raise awareness of phone consultations.	Practice Manager in conjunction with the PPG Chair	Mar 2017