

# Whiteparish Surgery Local Patient Participation Report 2011 - 12

**Introduction:** This activity was undertaken to ask for the views of practice patients and take those views into consideration in shaping services and improving quality.

The surgery has 6579 patients. Of these:-

- 1522 are aged 65 and over
- 38 are recorded as having carers

The Office of National Statistics website

<http://www.neighbourhood.statistics.gov.uk/dissemination/NeighbourhoodSummary.do?a=7&b=276741&c=SP5+2SU&q=498081&i=1001x1012x1013&j=316340&m=1&p=3&q=1&r=0&s=1328877252046&enc=1&tab=1&inWales=false> tells us that: our ward:

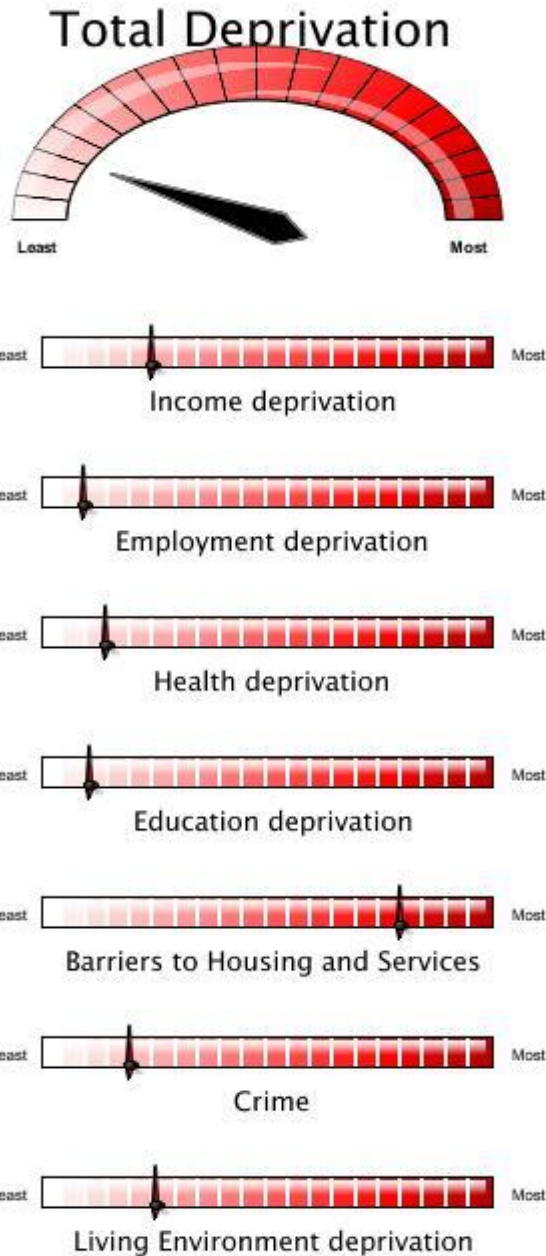
Comparing Whiteparish Ward with England as a whole.

This Neighborhood Summary provides information about our area. It provides a range of statistics.

In 2008 the Whiteparish neighbourhood, Salisbury O15C, had an estimated 1,479 residents and 599 dwellings.

(Note: All 32,482 neighbourhoods in England have been ranked on a range of topics, together with a 'Total Deprivation' ranking. The most deprived neighbourhood in England has a rank of 1. The further to the right a marker is for a particular topic, the more deprived your area.)

[Note: these data are taken from the Indices of Deprivation 2010]



### Engagement:

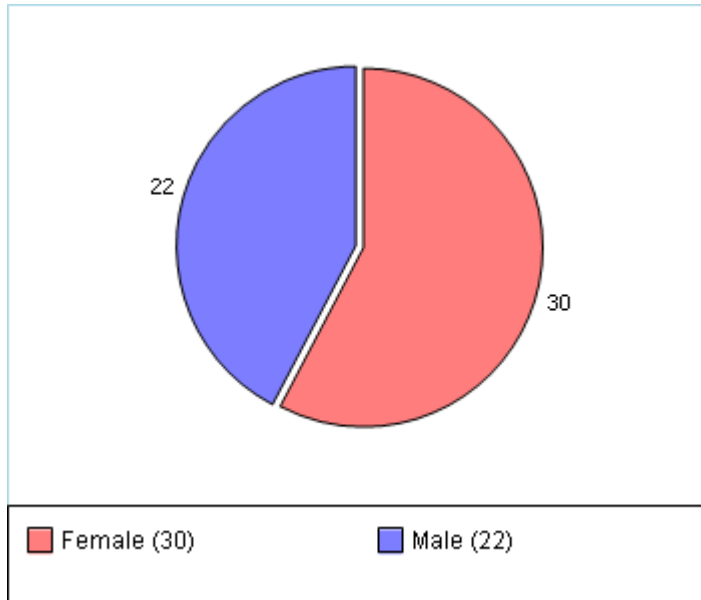
In order to obtain a representative sample of patients, we

- Made available within Reception, flyers for patients attending the surgery to complete and these are on-going.
- Included a flyer when people requested a new patient leaflet
- advertised this initiative on our web site
- Printed appointment cards with the details of our Patient Participation Group (PPG) and requested patients joined our Virtual Representative Group (VRG) by returning the card completed with their email address.
- Enclosed a flyer with medication bags issued by Dispensary.
- Advertised the flyers within our Parish Magazines
- Advertised via posters within the practice and on a moving LED display within the main waiting area.

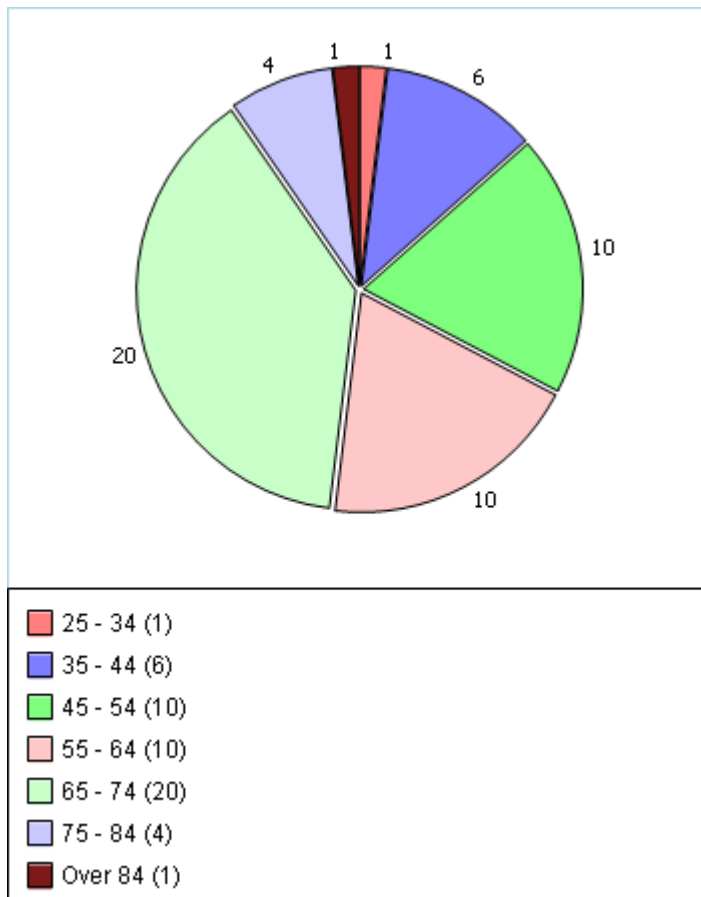
**Patient Group:**

Our Patient Representative Group (PRG for these surveys) comprised 52 members, which encompasses our PPG and VRG who are all registered patients. Of these:-

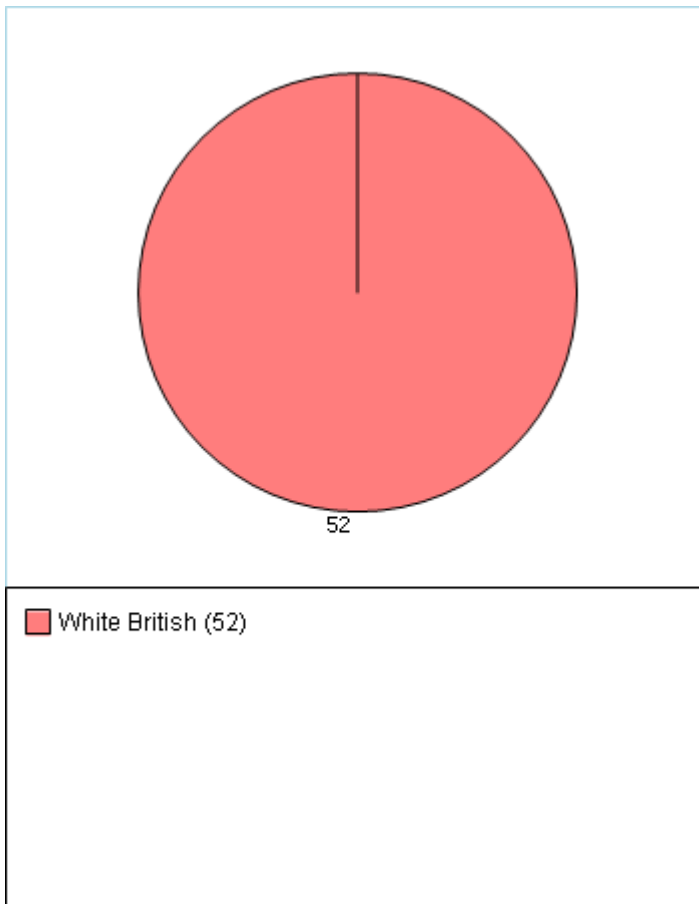
**Gender:**



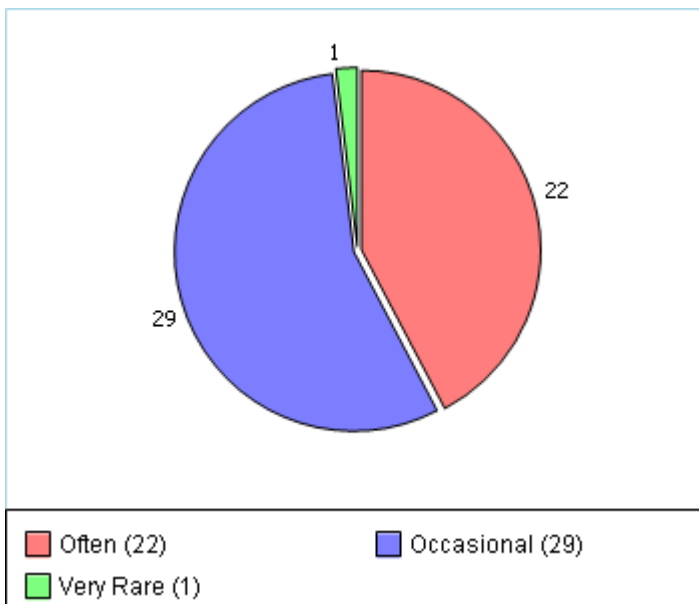
**Age:**



**Ethnicity:**



**Attendance:**



We feel that we are under-represented in single parents, people of younger working age and non UK nationals.

We reached out to these communities via the methods described in the section "Methods of Engagement". Unfortunately the response was low. (Very low!)

#### **Method of Communication:**

This is mainly, but not exclusively, by email as this is the most effective method for the surgery to manage the process. The surgery plans to communicate with patients at least annually, although changes of services will trigger ad-hoc surveys e.g. Changes to "Walk-in" clinic services.

In the first dialogue with members of the PPG group, we suggested some areas we felt should be included in the first questionnaire and asked for their priorities. The PPG group agreed that we would run 2 short surveys - 1. Appointment times and access to specific GPs and 2. Opening hours.

The surveys were sent by email to our VRG, were made available for completion on-line on our Web site and were available within the practice to all attending patients to fill in.

We shared the outcomes of the latest national practice survey of our surgery and invited comments

#### **Questionnaire:**

The questions were based upon issues and themes arising from the first consultation with our PPG, formal and informal complaints, issues arising from the national survey of our patients. The finalised questionnaires were submitted to the PPG for comment prior to launch (although the PPG were surprised at the differences of opinion between the VRG and the PPG!).

The questionnaires were available to all patients between 14<sup>th</sup> October 2011 and 6<sup>th</sup> February 2012 to ascertain their views on the quality and range of services. This was publicised by poster, email, on our website.

#### **Creditability of the Questionnaire:**

The design of our survey was based on (a combination of) the General Practice Assessment Questionnaire / the Improving Practice Questionnaire and templates available from our web site host, "My Surgery Website".

We used "My Surgery Website" in undertaking this survey to ensure that the questionnaire was valid and data collection and analysis is valid.

52 patients responded.

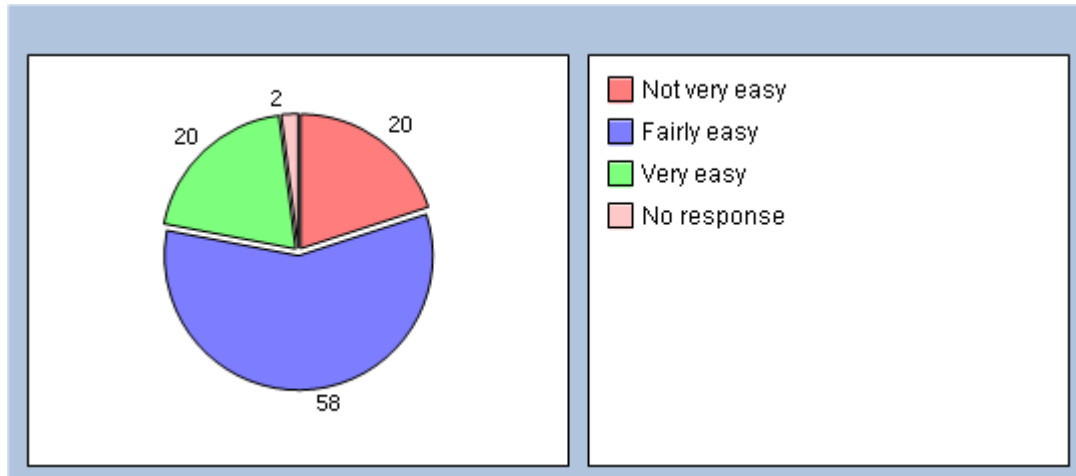
# Results of Survey No1: Appointments

Q1: How easy was it to get an appointment for the time you wanted?

Not very easy **20%**

Fairly easy **58%**

Very easy **20%**

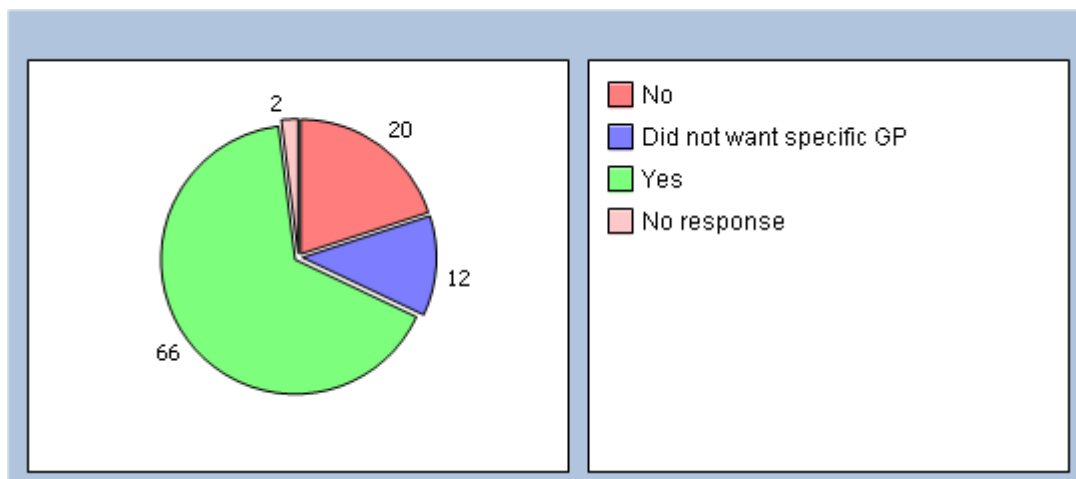


Q2: Were you able to see the GP you wanted to see?

No **20%**

Did not want specific GP **12%**

Yes **66%**

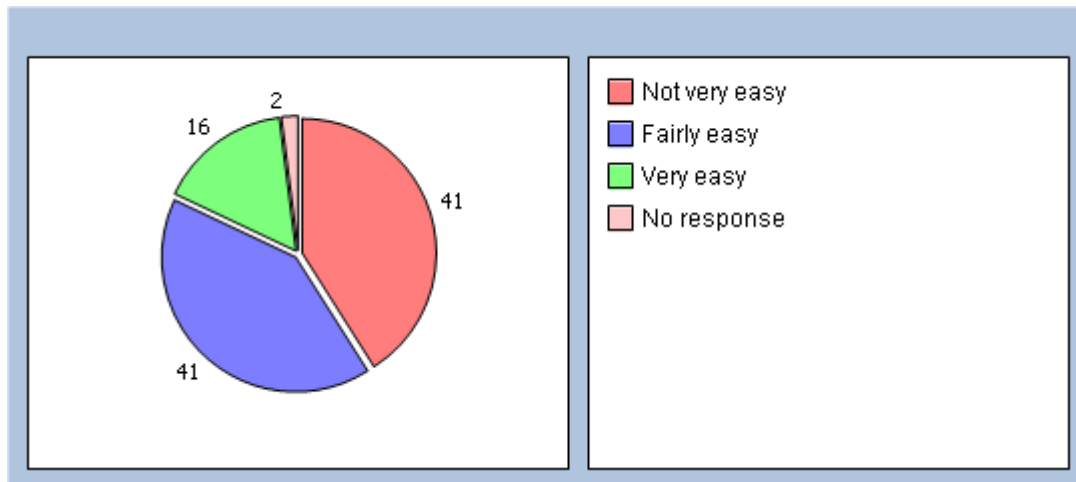


**Q3: How easy was it to get an appointment with the GP you wanted to see?**

Not very easy **41%**

Fairly easy **41%**

Very easy **16%**



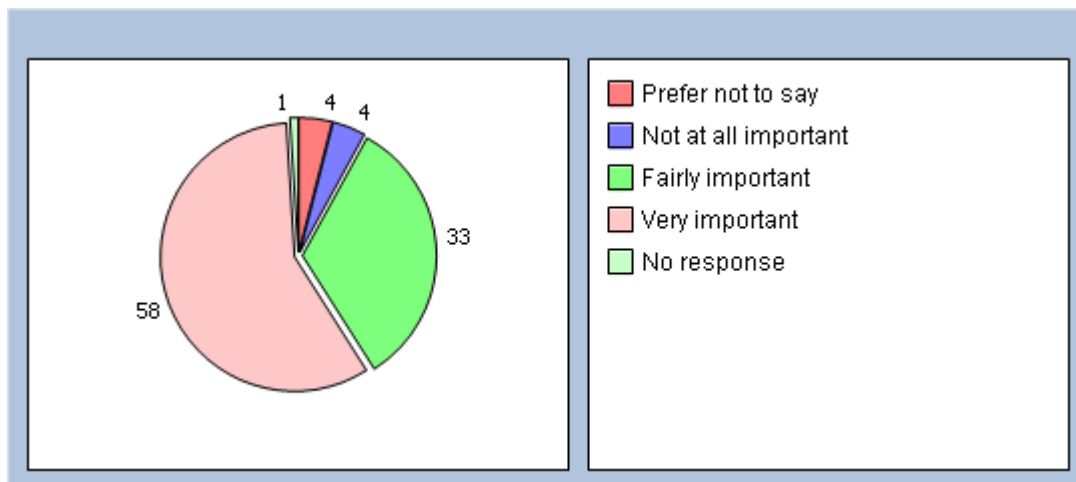
**Q4: How important is it to you that you see a specific GP when coming to this practice?**

Prefer not to say **4%**

Not at all important **4%**

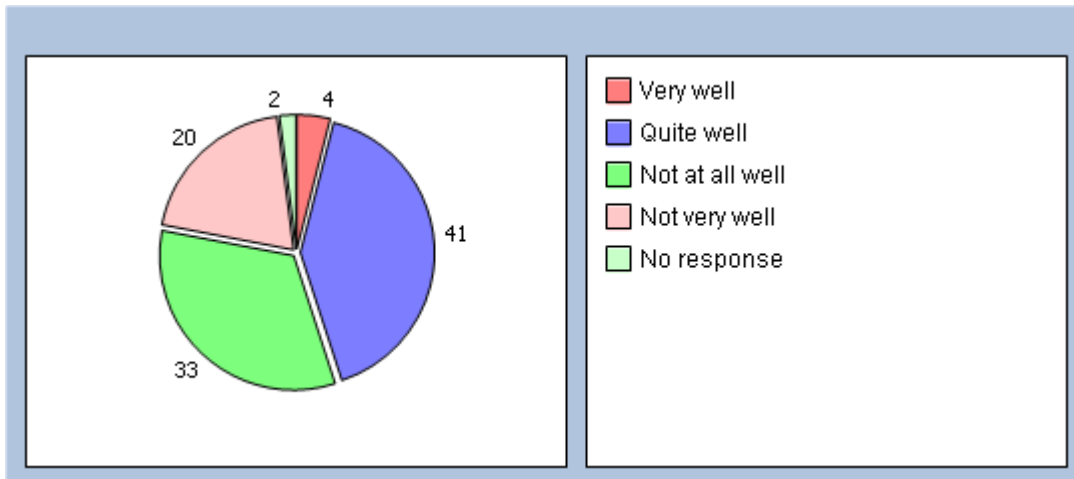
Fairly important **33%**

Very important **58%**



**Q5: How well do you know which days of the week your GP is available?**

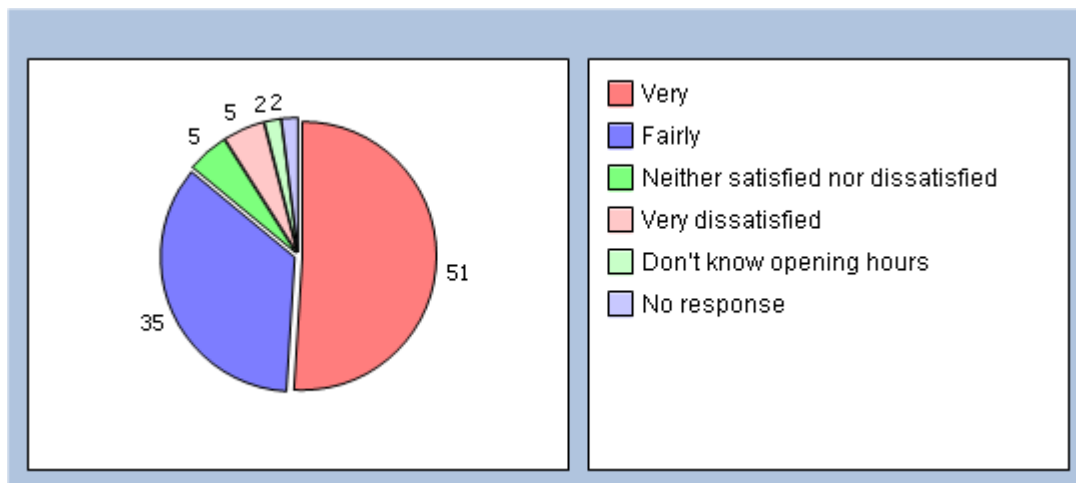
Very well **4%**  
Quite well **41%**  
Not at all well **33%**  
Not very well **20%**



# Results of Survey No2: Opening hours

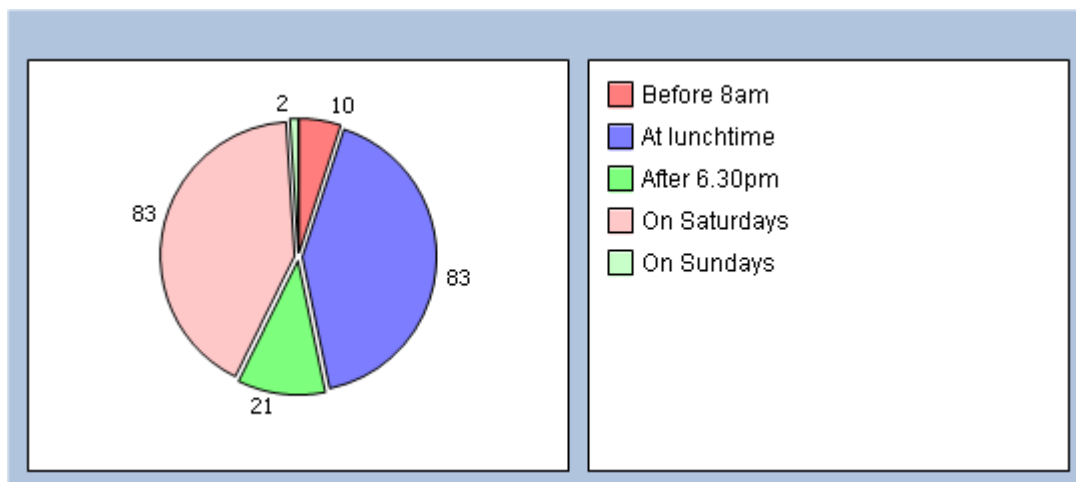
Q1. How satisfied are you with the opening hours at the surgery ?

- Very **51%**
- Fairly **35%**
- Neither satisfied nor dissatisfied **5%**
- Quite dissatisfied **0%**
- Very dissatisfied **5%**
- Don't know opening hours **2%**



Q2. As far as you know is the surgery open...

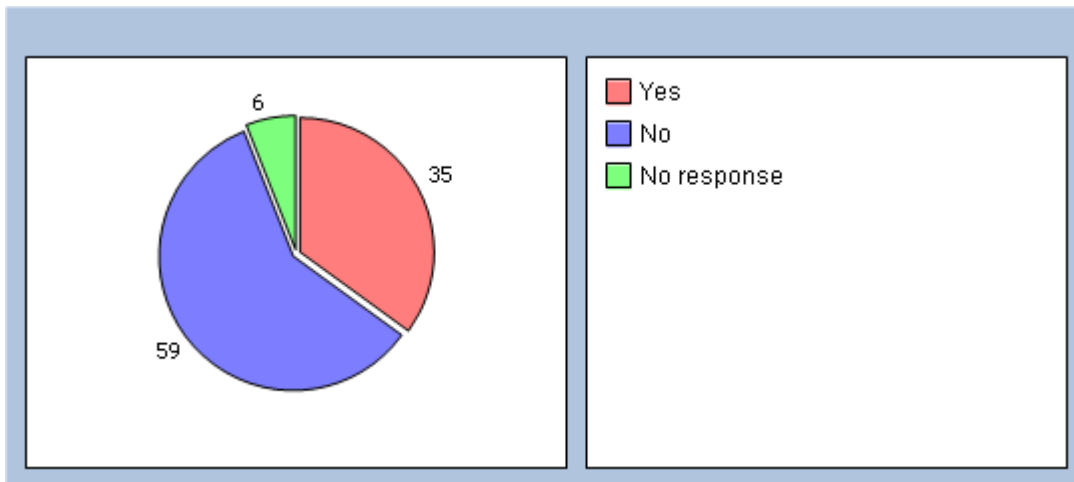
- Before 8am **10%**
- At lunchtime **83%**
- After 6.30pm **21%**
- On Saturdays **83%**
- On Sundays **2%**



Q3. Would you like the surgery open at additional times?

Yes **35%**

No **59%**



# Action Plan:

Once the responses from the survey were analysed, an action plan was drawn up and circulated to the PPG for comment. Upon receipt of the comments, the plan was reviewed and actioned.

Priorities	Desired Outcomes	Notes	Status
Appointments - How easy was it to get an appointment for the time you wanted?	For the majority of patients to get an appointment for the time they wanted.	Our survey results indicate 78% are satisfied. We have since taken on 2 Registrars to increase Doctor count.	Achieved
Appointments - Were you able to see the GP you wanted to see?	For the majority of patients to get an appointment with their preferred GP.	Of our 8 GP's, only 3 are fulltime, which restricts patient choice to a degree, however 66% had their requirements fulfilled.	Achieved
Appointments - How easy was it to get an appointment with the GP you wanted to see?	For the majority of patients to easily get an appointment with their preferred GP.	See note above	Achieved
Appointments - How important is it to you that you see a specific GP when coming to this practice?	That our patients can see their GP of choice.	GP rota changes during 2011 resulted in patients having to re-learn their preferred GPs working day, which may account for the 58% result	Achieved
Appointments - How well do you know which days of the week your GP is available?	For the majority of patients to be aware of our GP rotas.	We had advertised in our Practice leaflet, in local parish magazines and in Reception, but we missed advertising this on our Web	Mostly achieved and will be completed during our Web site refresh.

		site, which we will resolve by end March 2012.	
Opening Hours - How satisfied are you with the opening hours at the surgery?	For the majority of patients to be satisfied with our opening hours.	The results indicate (93%) that most patients are satisfied with our opening hours	Achieved
Opening Hours - As far as you know is the surgery open...	For all patients to know their surgery opening times.	Encouragingly 83% knew the surgery was open at lunchtime and on Saturdays, although clearly we need to continue advertising, as 2% thought we were open on Sunday!	Achieved
Opening Hours - Would you like the surgery open at additional times?	To meet the needs of the majority of our patients.	Almost 60% of respondents did not foresee any required changes.	Achieved

**Our List is open to new patients**

**Our telephone opening hours are 8 am - 6.30 pm and our doors open on:-**

Monday 8.20 am - 6.30 pm  
Tuesday 8.20 am - 6.30 pm  
Wednesday 8.20 am - 6.30 pm  
Thursday 8.20 am - 6.30 pm  
Friday 8.20 am - 6.30 pm

**Extended Hours:** an additional surgery is held on Saturday morning between 8.45 am - 11.45 am for pre booked appointments only.

Patients may book appointments with doctors or nurses by ringing the surgery, at the reception desk. We offer face-to-face and telephone appointments. If you require a same day appointment, it is best to ring at 8 am. Where demand for appointments is heavy, you may be offered a telephone appointment with the duty doctor or nurse practitioner and they will arrange to see you if necessary.

END