

Long Melford Practice

Patient Participation Group Survey Report

2013/14

CONTENTS

1.0 Introduction	3
2.1 Practice Profile	3
2.2 Patient Participation Group	4
3.0 Local Practice Survey	5
3.1 2013/2014 Patient Survey Results	6
3.2 Patient Comments	28
4.0 Practice comments and feedback	29
5.0 Actions and Plans for the future	29
5.1 Final Note	30
6.0 Access	30

1.0 Introduction

The Long Melford Practice established a Patient Participation Group (PPG) to encourage patients to become more involved in decisions relating to both the quality and range of services provided by the Long Melford Practice.

It was envisaged that while still in its infancy, the PPG would grow in membership and become a representative voice of the local patient population and have an increasing influence on how the practice develops/ commissions its services.

In April 2013 the new governing bodies, National Commissioning Board, West Suffolk Clinical Commissioning Group, Suffolk County Council came into effect. These bodies oversee, the provision of Primary Health Care in West Suffolk. As mentioned in last year's survey Primary Health Care is going through a period of extreme change. The support and contribution from the PPG at this time is an integral part of our ongoing focus to ensure that our patients are more involved in decisions relating to both the quality and range of services provided by the Long Melford Practice to the local community.

The survey commissioned for the year ending March 2014 was based on the General Practice Assessment Questionnaire (GPAQ) survey and adapted for local use by asking questions relevant to the issues raised by the PPG, these included patient access and practice refurbishment. The survey was made available in the practice reception areas and on the practice web site.

There was an exceptionally low response to the survey this year and the Practice is reviewing how it can improve patient engagement throughout the coming year.

Due to the low response the practice endeavoured to compliment the web and paper based survey with a telephone survey.

Overall the results from the survey were generally positive but due to the very small number of responses it is difficult to draw accurate conclusions.

2. PROFILE

2.1 PRACTICE PROFILE

Long Melford Practice is a rural practice encompassing the following 16 parishes as well as bordering areas of Sudbury:

Long Melford	Lavenham	Alpheton	Boxted
Little Waldingfield	Lawshall	Hartest	Great Waldingfield
Acton	Glemsford	Thorpe Morieux	Preston St Mary
Cockfield	Stanstead	Brent Eleigh	Shimpling

Our main surgery is in Long Melford and our branch surgery is in Lavenham. The clinical team which covers both sites is made up of 5 GP partners, 2 Associate GP's, 2 nurse Practitioners, 4 practice nurses and 2 HCA's. We have a dispensary at our main surgery and are also a training practice and can have up to 2 Registrars at any one time. Our patient list size is currently just over 9,625 and continues to grow steadily. Details of the current patient age/gender demographic is summarised below:

	FEMALE	MALE	TOTAL
Under 25	10.0%	11.0%	21.0%
25 – 44	9.5%	9.5%	19.0%
45 – 64	16.0%	14.0%	30.0%
65 and over	16.0%	14.0%	30.0%

In terms of ethnicity, of the 73.3% of our patients that we have ethnicity details for, 96.5% are White British, 1.9% are British/Mixed British and 1.6% are Other.

2.2 PRG Profile

As of March 2014, our PPG has 9 members, 5 female and 4 male. Further details such as the age and ethnicity profile of the members can be found on page 6 of this report.

Over the last year the practice has had a number of changes to the practice management staff. In November 2013 a locum Practice manager was appointed for 3 months and a new practice manager commenced in January 2014. It might be for this reason that engagement with the Patient Participation Group does not appear to have been as effective in the year 2013 to 2014 as it has been in the two preceding years. This may account for the drop in numbers.

In the coming year specific effort is going to be made to try and increase the membership. We would like to increase the number of younger members. Also, while we already have 2 carers in our PRG, we would like to look at involving individuals from other groups, e.g. disabled, supported etc in order to ensure that we have as broad a representation as possible in order to ensure all aspects of our patient profile are suitably represented.

While we acknowledge that the membership has fallen significantly during the last year, we are continuing to encourage new members via several different means:

- Staff and GP's are encouraged to bring to the attention of patients where appropriate/suitable.
- Notices at both receptions
- practice website
- Parish magazine articles

- New Patient packs
- Word of mouth (current members)

Our PPG is currently accessed via an online forum and we are considering the possibility developing a regular physical meeting for all members of the PPG as a supplement to the current online forum. The practice has also sort the support of the West Suffolk Clinical Commissioning Group (WSCCG) communications team to help raise the profile of the PPG.

3. LOCAL PRACTICE SURVEY

Due to the number of changes to the position of Practice Manager throughout the year there was very limited time available for developing the local questionnaire. Following appointment in January 2014 the Practice Manager endeavoured to contact members of the PPG members to discuss the survey was not possible to contact all members. Those members of the PRG who were contacted were asked to identify and prioritise what they saw as being the main issues for our survey. The responses were very similar to previous years and covered the following themes:

- receptionists/Appointments
- GP access
- Consultation (GP's, nurses)
- Surgery Access
- Level of Care

It was also agreed that the results from this survey would be used to highlight any specific matters that would need further investigation and discussion by the PPG throughout the following year.

In previous years there had been some concern over the length of the GPAQ questionnaire (40 questions), i.e. that some may discouraged from completing such a long form, but in view of the short amount of time available to undertake and analyse the survey it was felt the survey should be commenced and the questionnaire would be reviewed the following year.

The patient survey was advertised, via the practice website, via posters at both surgeries and by the reception team who regularly invited patients attending surgery to complete the survey. Patients had the choice to hand just their completed questionnaire back to a member of the reception team for placing in a collection box, or to place it in a sealed envelope before handing in or to request a stamped addressed envelope for the patient to take the questionnaire away with them, complete at home and post back their completed questionnaire at a later date.

The survey was available for a period of 1 month, during which we had a total of 3 replies.

The results were summarised and members of the PRG contacted asking for their general comments. It was acknowledged that the response to the survey was disappointing low. This was likely to have been due to the number of changes in Practice Management throughout the year and it was agreed that in the circumstances the Practice had done well to circulate a questionnaire at all. However, both the Practice and the PRG was very keen to ensure that a similar occurrence should not happen again. Every effort will be made to promote the PPG throughout the coming year to reinvigorate it, to enhance its membership and to improve the response to the survey in order to ensure that the practice is seeking to improve in all areas of its service and standard of care at every opportunity by working in partnership with the PPG.

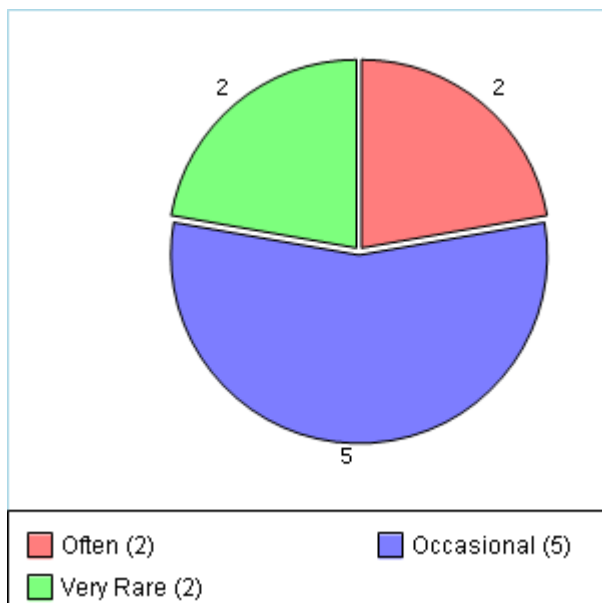
3.1 PPG & Survey Results Report

Patient Participation Group

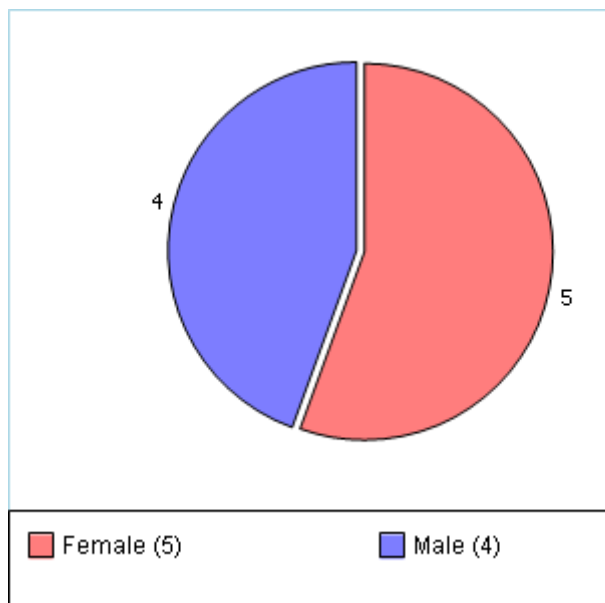
The patient group comprises 9 members

Distribution Details

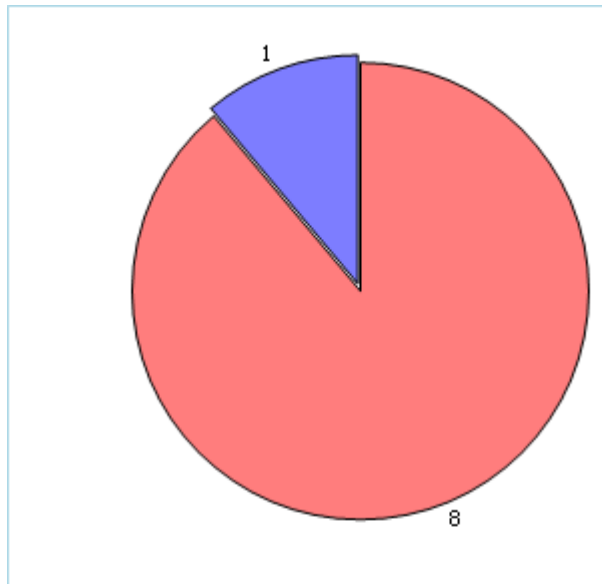
Attendance



Gender

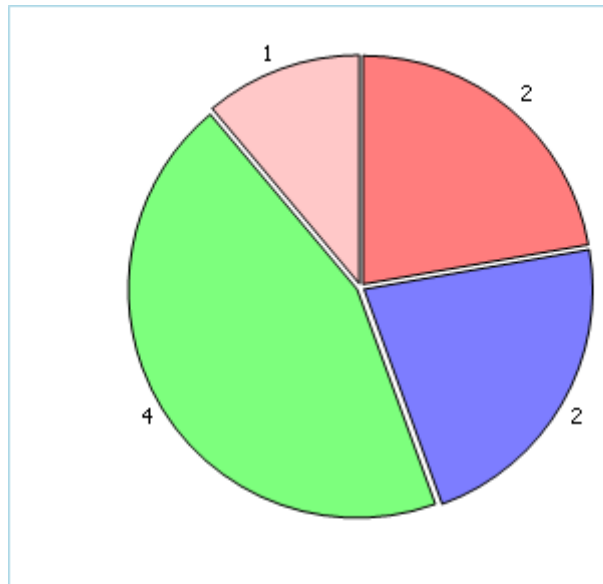


Ethnicity



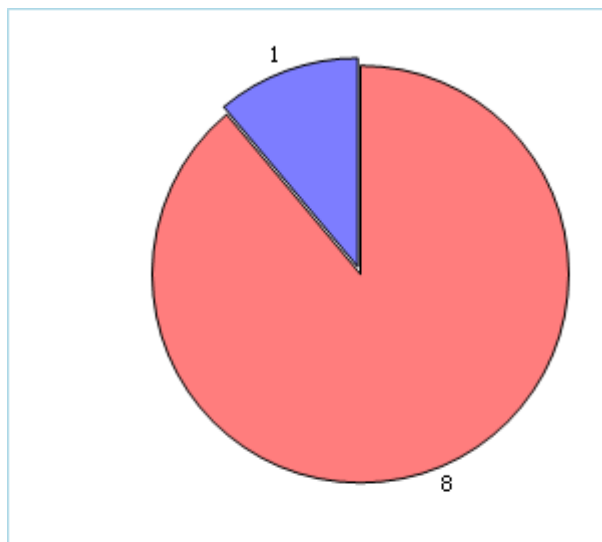
- White British (8)
- Other (1)

Age



- Under 16 (2)
- 45 - 54 (2)
- 55 - 64 (4)
- 65 - 74 (1)

Usual Surgery



- The Long Melford Practice (8)
- The Long Melford Branch Practice (1)

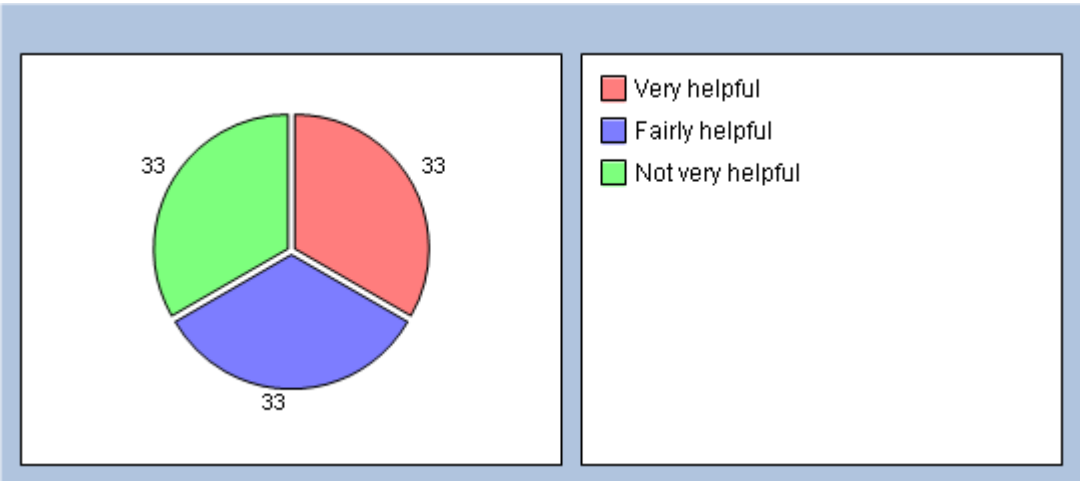
Survey Results

Number of Responses: 3

About Receptionists and Appointments

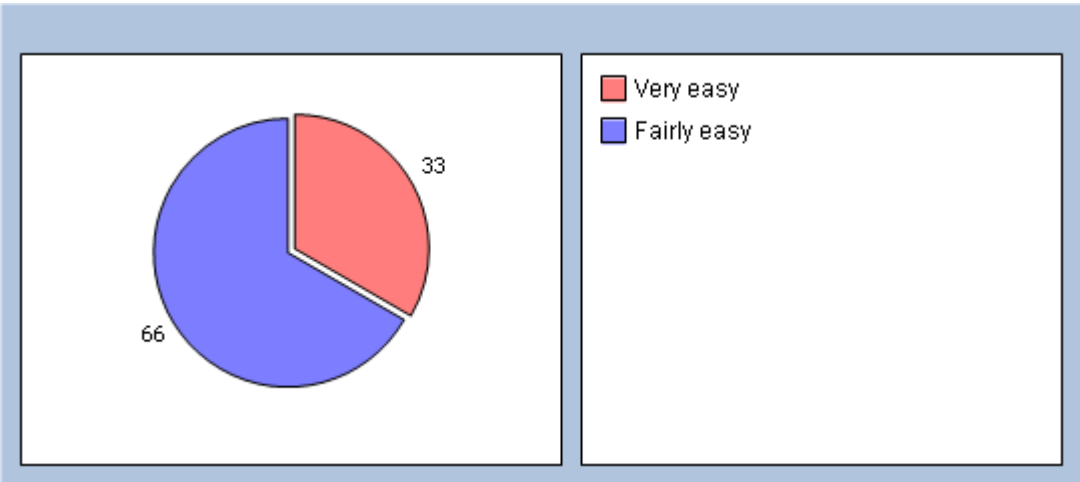
Q1 How helpful do you find the receptionists at your GP practice?

Very helpful	33%
Fairly helpful	33%
Not very helpful	33%
Not at all helpful	0%
Don't know	0%



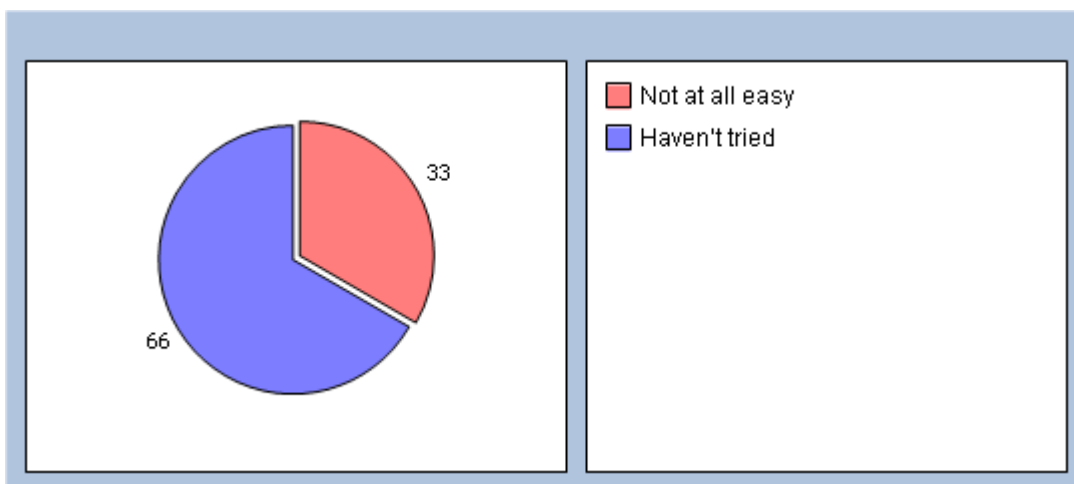
Q2 How easy is it to get through to someone at your GP practice on the phone?

Very easy	33%
Fairly easy	66%
Not very easy	0%
Not at all easy	0%
Don't know	0%
Haven't tried	0%



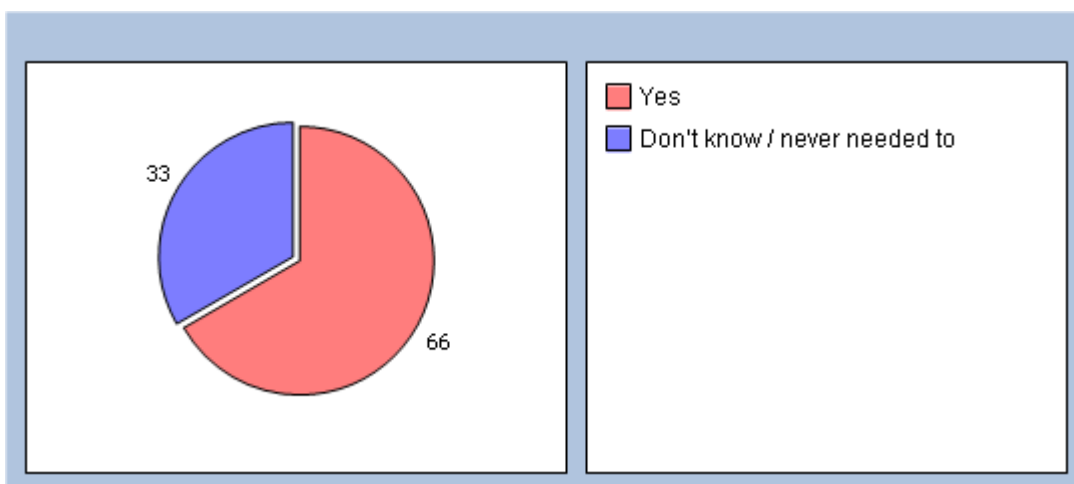
Q3 How easy is it to speak to a doctor or nurse on the phone at your GP practice?

Very easy	0%
Fairly easy	0%
Not very easy	0%
Not at all easy	33%
Don't know	0%
Haven't tried	66%



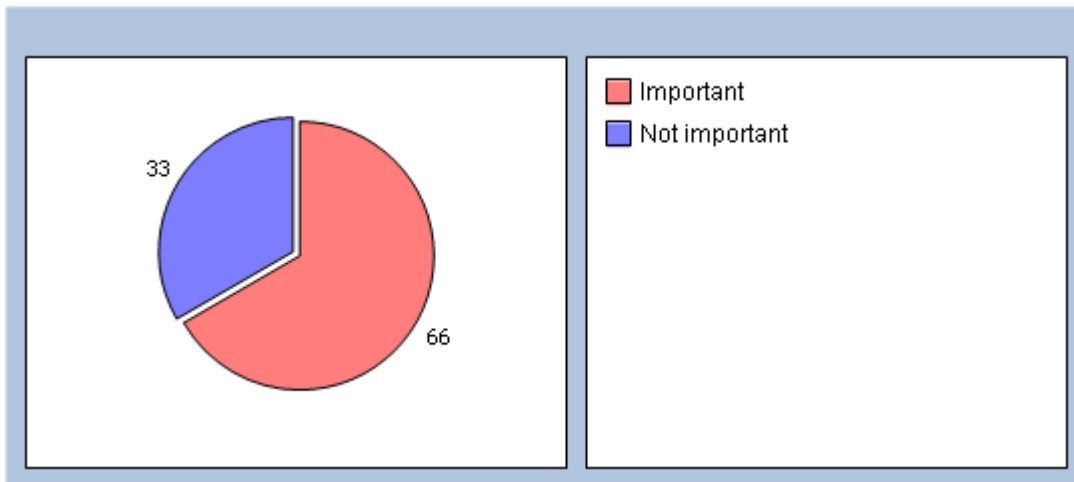
Q4 If you need to see a GP urgently, can you normally get seen on the same day?

Yes	66%
No	0%
Don't know / never needed to	33%



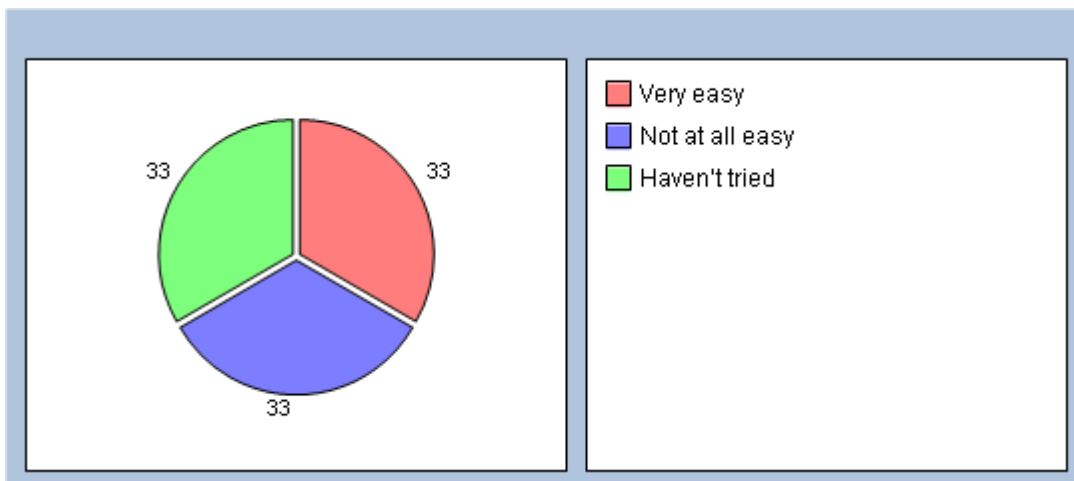
Q5 How important is it to you to be able to book appointments ahead of time in your practice?

Important	66%
Not important	33%



Q6 How easy is it to book ahead in your practice?

Very easy	33%
Fairly easy	0%
Not very easy	0%
Not at all easy	33%
Don't know	0%
Haven't tried	33%



Q7 How do you normally book your appointments at your practice? Please tick all boxes that apply.

In person	0%
By phone	100%
Online	0%
Doesn't apply	0%

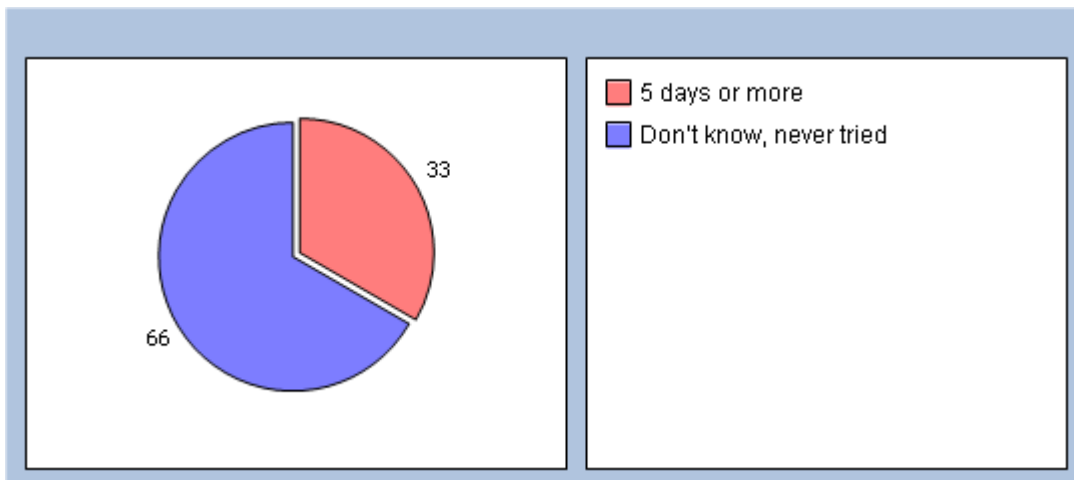
Q8 Which of the following methods would you prefer to use to book appointments at your practice? Please tick all boxes that apply.

In person	0%
By phone	66%
Online	66%
Doesn't apply	0%

Thinking of times when you want to see a particular doctor:

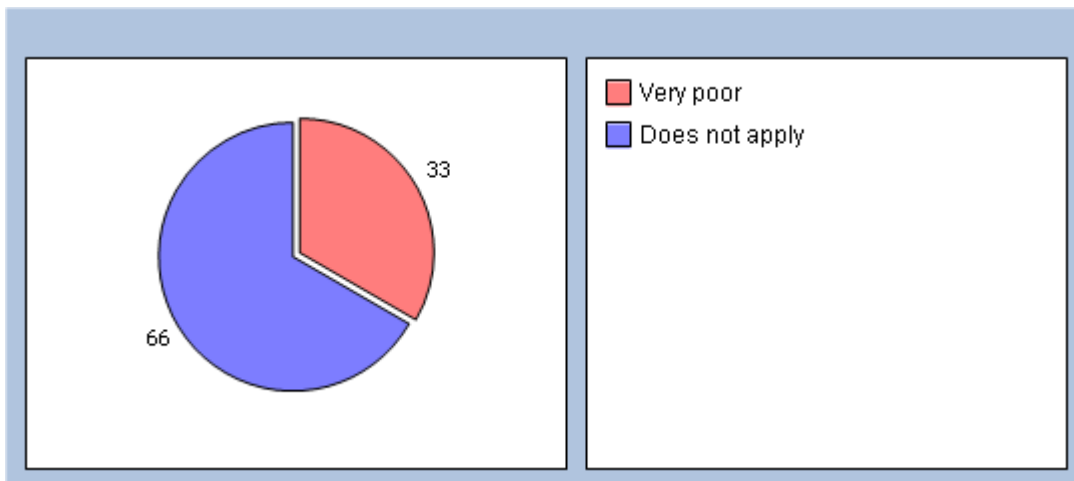
Q9 How quickly do you usually get seen?

Same day or next day	0%
2-4 days	0%
5 days or more	33%
I don't usually need to be seen quickly	0%
Don't know, never tried	66%



Q10 How do you rate this?

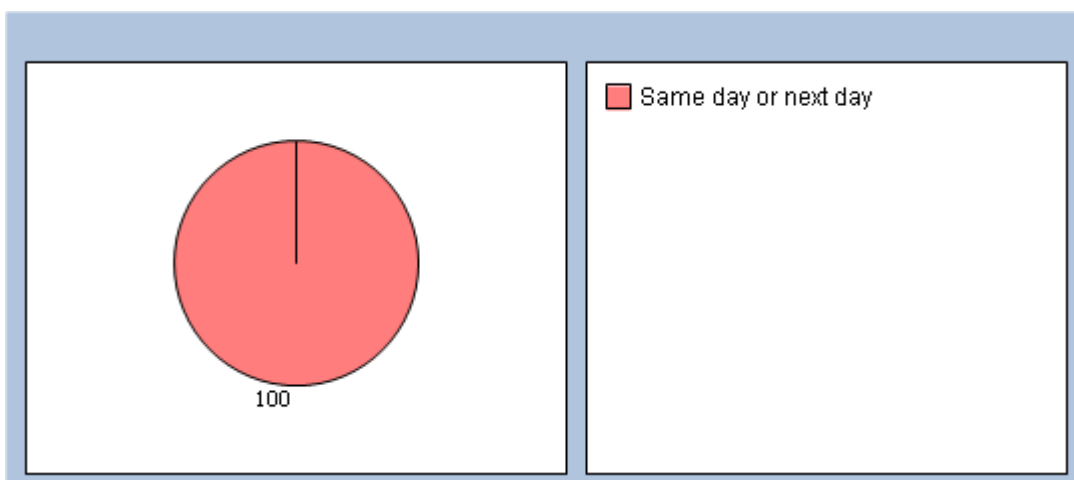
Excellent	0%
Very good	0%
Good	0%
Fair	0%
Poor	0%
Very poor	33%
Does not apply	66%



Thinking of times when you are willing to see any doctor:

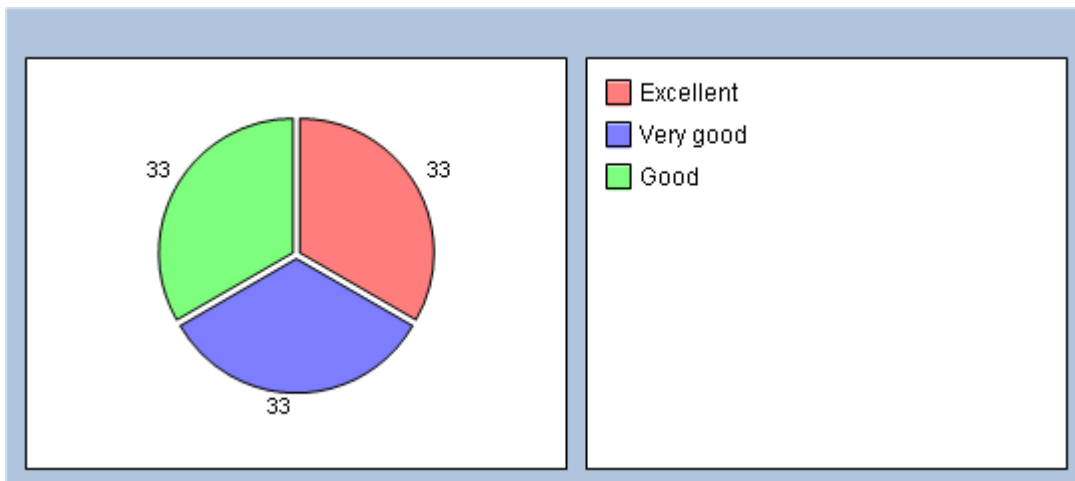
Q11 How quickly do you usually get seen?

Same day or next day	100%
2-4 days	0%
5 days or more	0%
I don't usually need to be seen quickly	0%
Don't know, never tried	0%



Q12 How do you rate this?

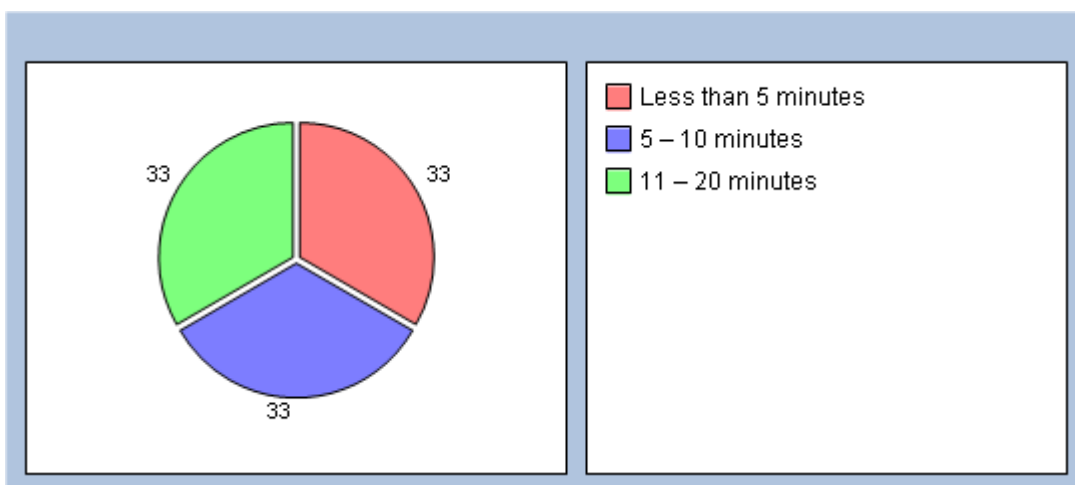
Excellent	33%
Very good	33%
Good	33%
Fair	0%
Poor	0%
Very poor	0%
Does not apply	0%



Thinking of your most recent consultation with a doctor or nurse

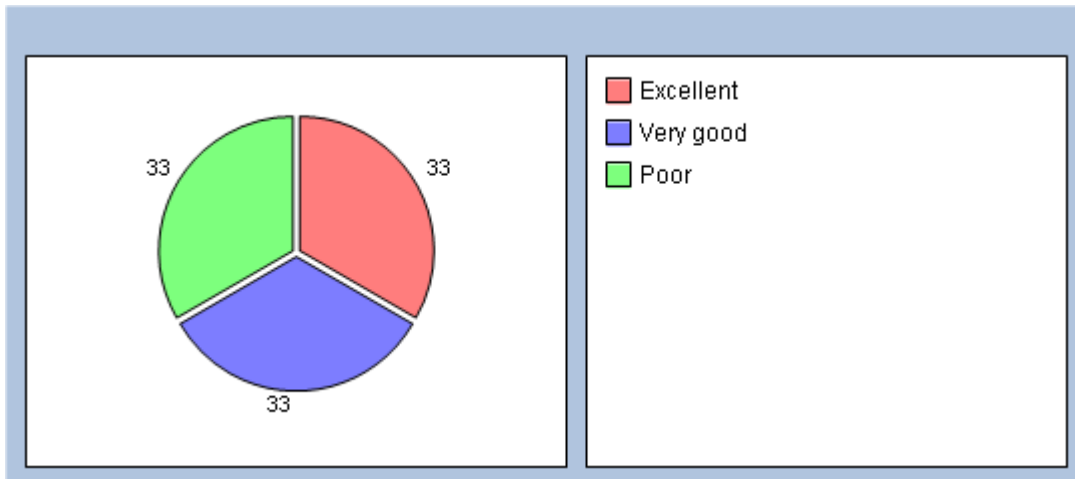
Q13 How long did you wait for your consultation to start?

Less than 5 minutes	33%
5 – 10 minutes	33%
11 – 20 minutes	33%
21 – 30 minutes	0%
More than 30 minutes	0%
There was no set time for my consultation	0%



Q14 How do you rate this?

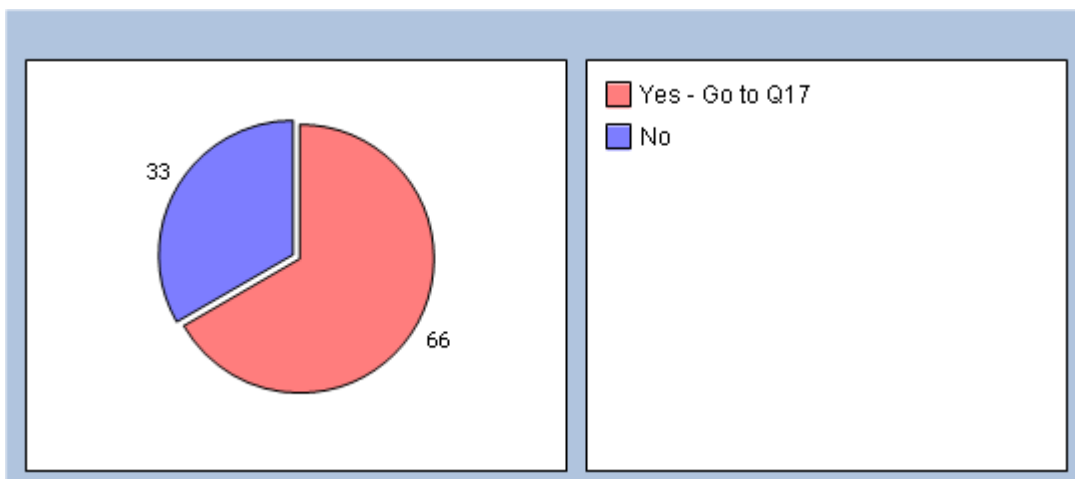
Excellent	33%
Very good	33%
Good	0%
Fair	0%
Poor	33%
Very poor	0%
Does not apply	0%



About opening times

Q15 Is your GP practice currently open at times that are convenient to you?

Yes - Go to Q17	66%
No	33%
Don't know	0%



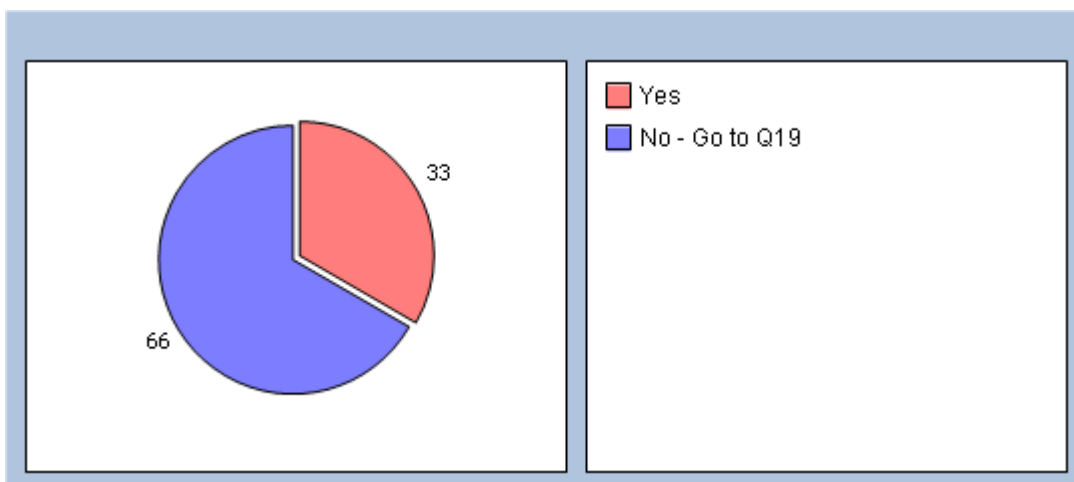
Q16 Which of the following additional opening hours would make it easier for you to see or speak to someone? Please tick all boxes that apply.

Before 8 am	0%
At lunchtime	0%
After 6.30pm	33%
On a Saturday	100%
On a Sunday	33%
None of these	0%

About seeing the doctor of your choice

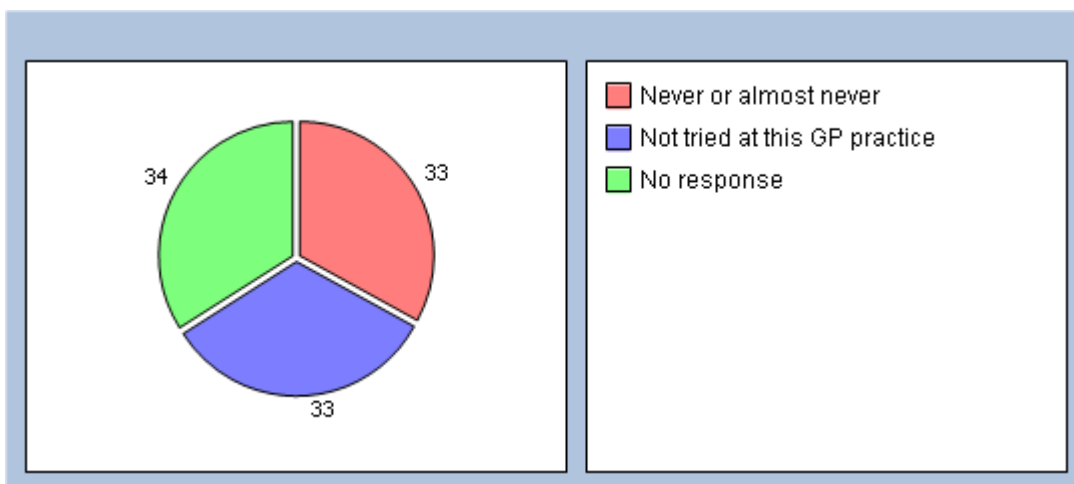
Q17 Is there a particular GP you usually prefer to see or speak to?

Yes	33%
No - Go to Q19	66%
There is usually only one doctor in my surgery - Go to Q19	0%



Q18 How often do you see or speak to the GP you prefer?

Always or almost always	0%
A lot of the time	0%
Some of the time	0%
Never or almost never	33%
Not tried at this GP practice	33%
No response	34%

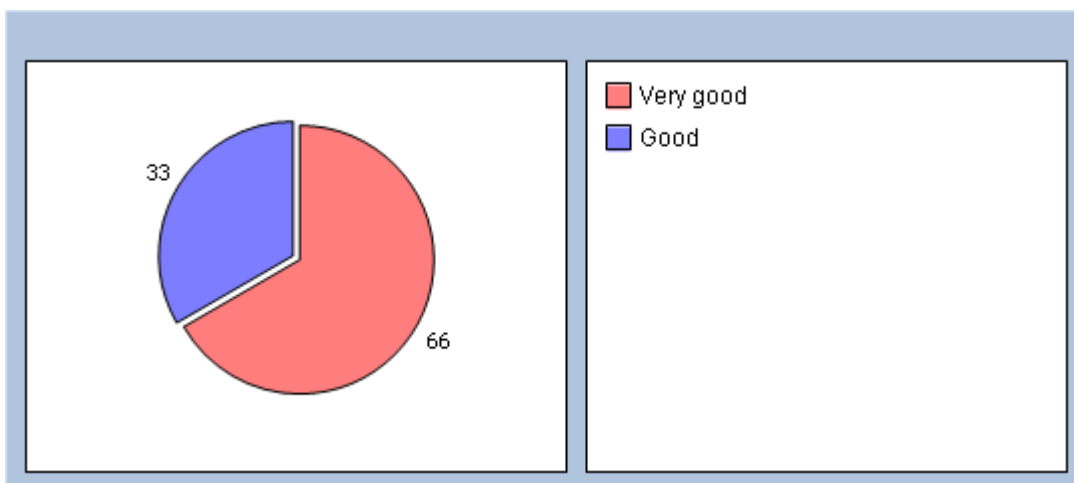


How good was the last GP you saw at each of the following?

(If you haven't seen a GP in your practice in the last 6 months, please go to Q25)

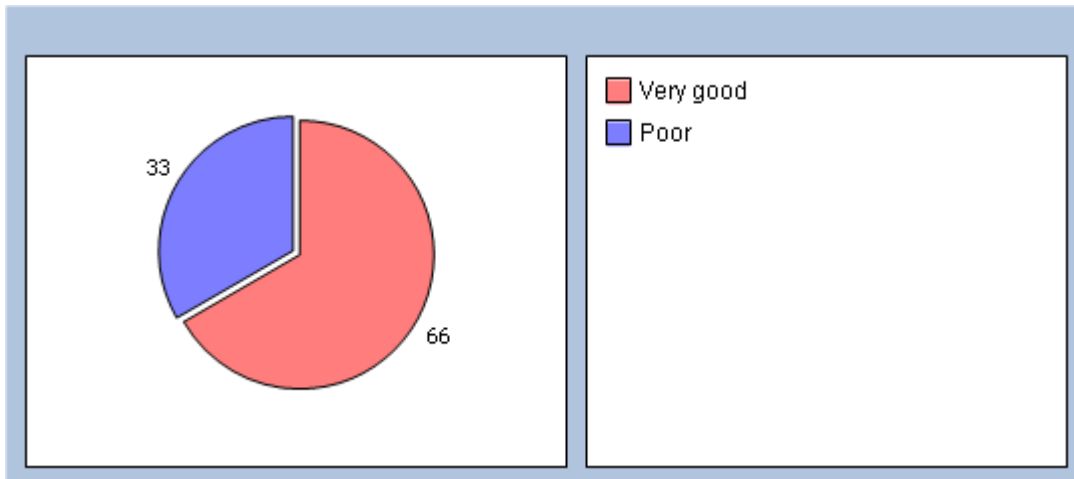
Q19 Giving you enough time

Very good	66%
Good	33%
Fair	0%
Poor	0%
Very poor	0%
Does not apply	0%



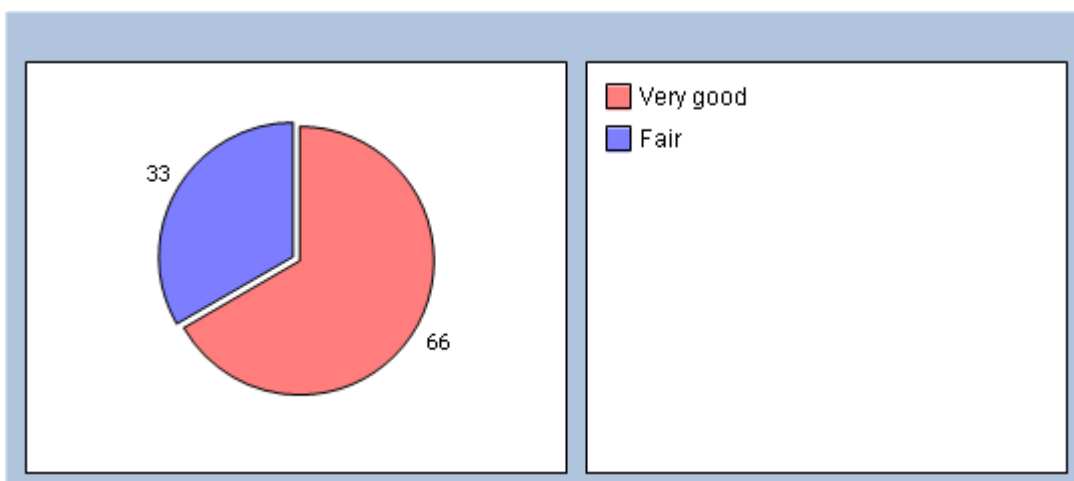
Q20 Listening to you

Very good	66%
Good	0%
Fair	0%
Poor	33%
Very poor	0%
Does not apply	0%



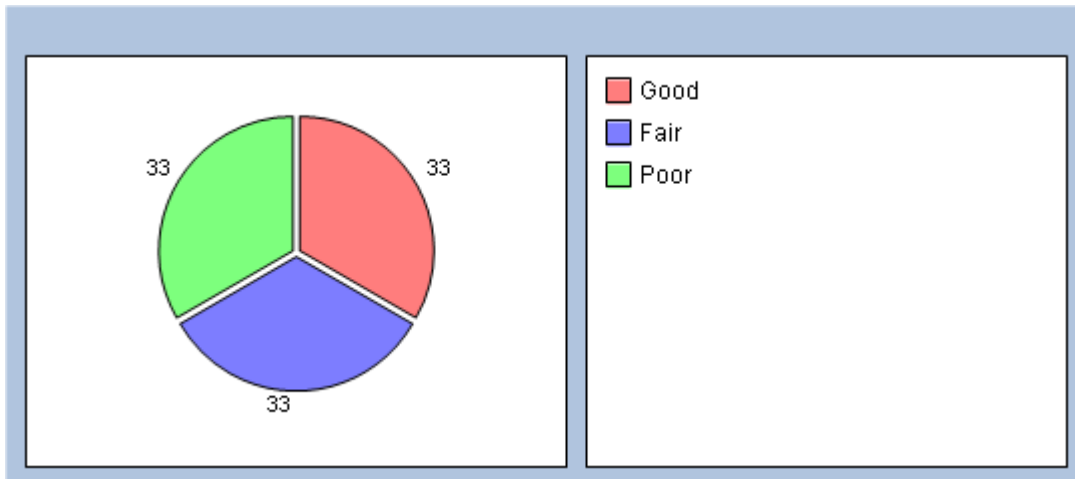
Q21 Explaining tests and treatments

Very good	66%
Good	0%
Fair	33%
Poor	0%
Very poor	0%
Does not apply	0%



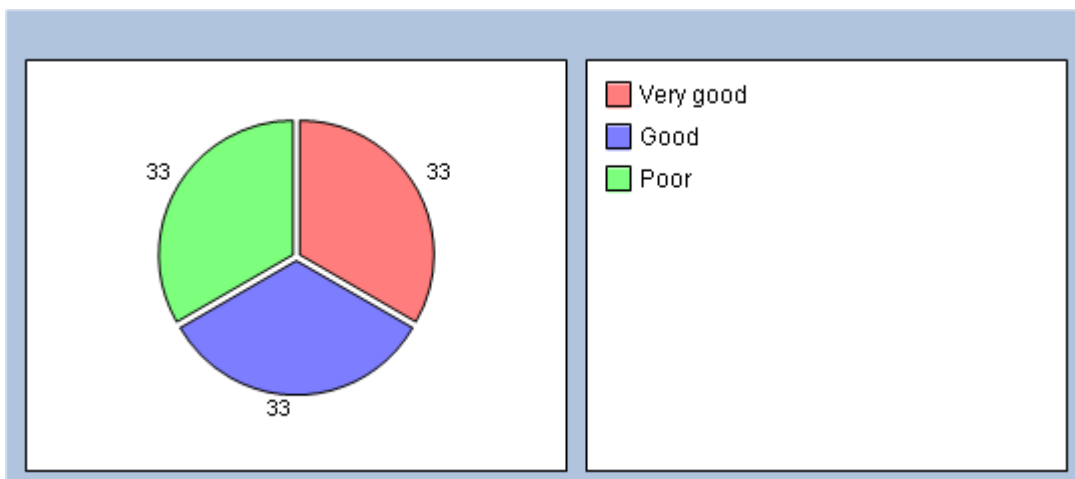
Q22 Involving you in decisions about your care

Very good	0%
Good	33%
Fair	33%
Poor	33%
Very poor	0%
Does not apply	0%



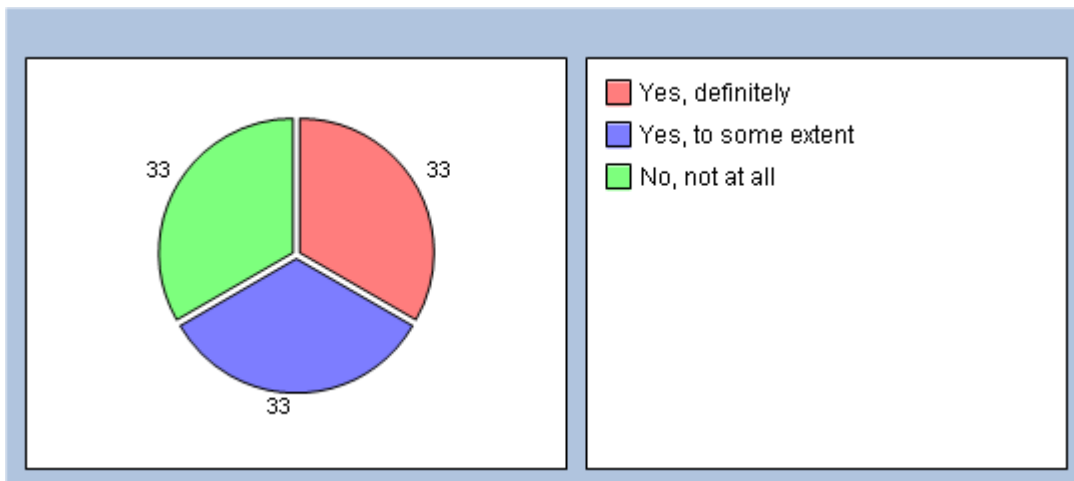
Q23 Treating you with care and concern

Very good	33%
Good	33%
Fair	0%
Poor	33%
Very poor	0%
Does not apply	0%



Q24 Did you have confidence and trust in the GP you saw or spoke to?

Yes, definitely	33%
Yes, to some extent	33%
No, not at all	33%
Don't know / can't say	0%

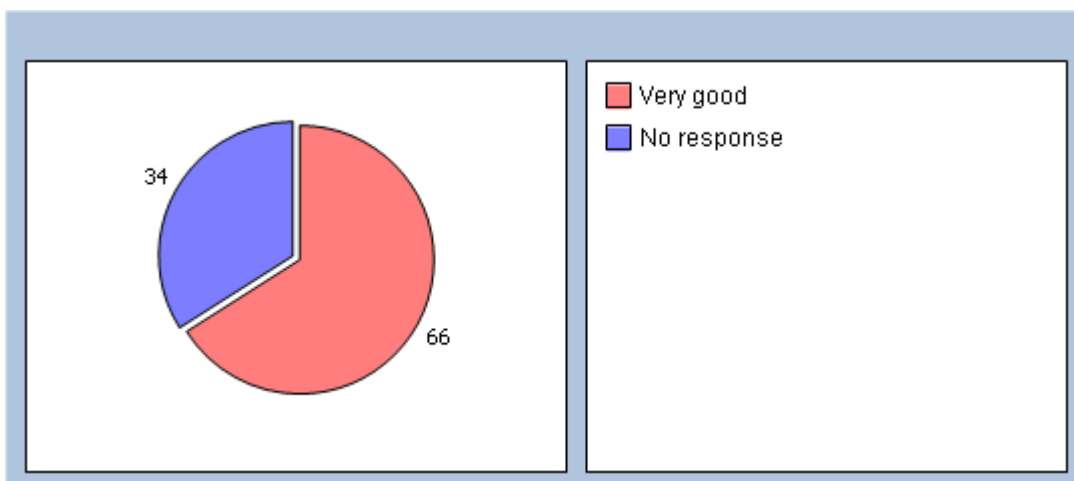


How good was the last nurse you saw at each of the following?

(If you haven't seen a nurse in your practice in the last 6 months, please go to Q31)

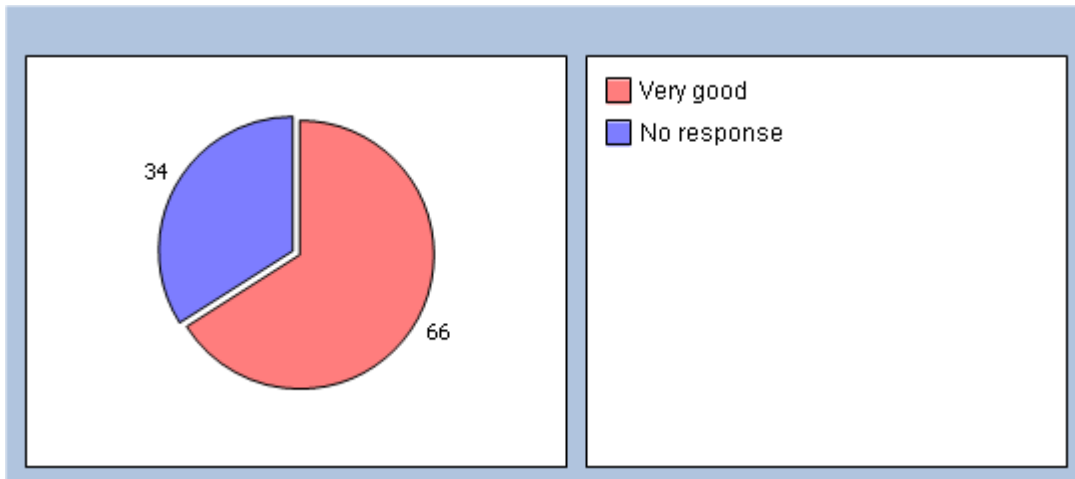
Q25 Giving you enough time

Very good	66%
Good	0%
Fair	0%
Poor	0%
Very poor	0%
Does not apply	0%
No response	34%



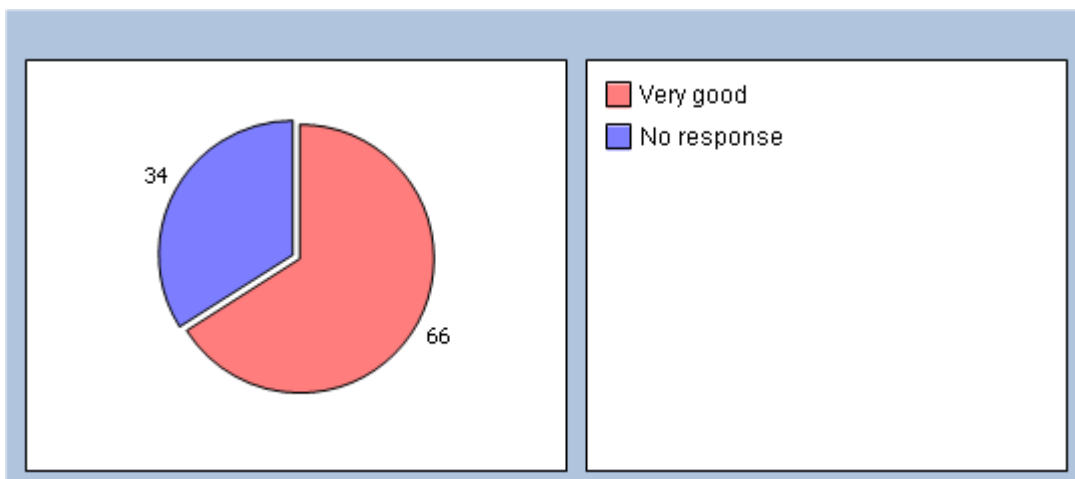
Q26 Listening to you

Very good	66%
Good	0%
Fair	0%
Poor	0%
Very poor	0%
Does not apply	0%
No response	34%



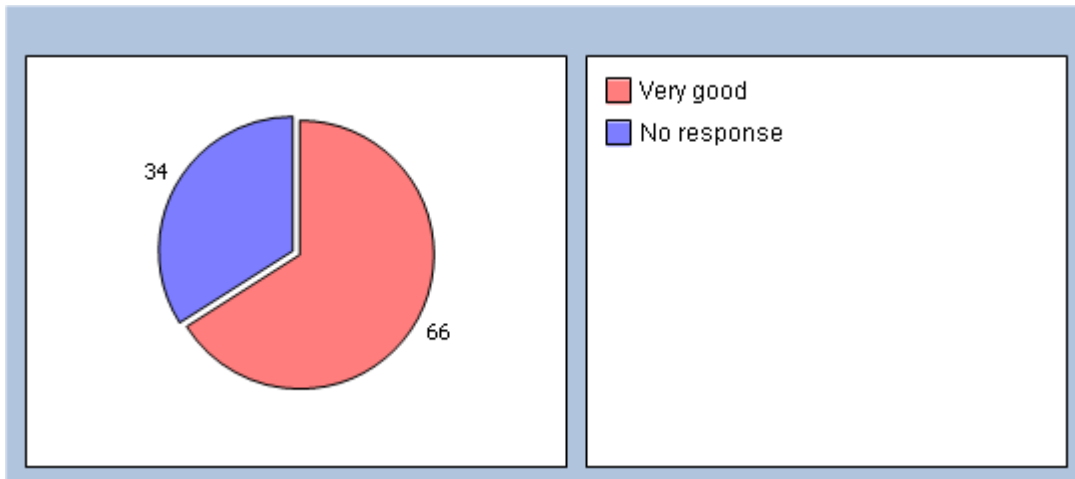
Q27 Explaining tests and treatments

Very good	66%
Good	0%
Fair	0%
Poor	0%
Very poor	0%
Does not apply	0%
No response	34%



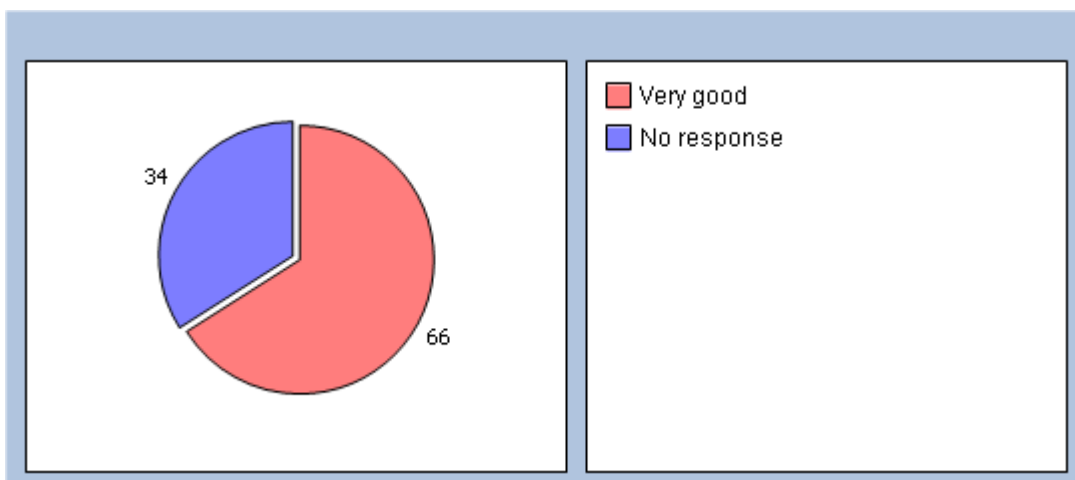
Q28 Involving you in decisions about your care

Very good	66%
Good	0%
Fair	0%
Poor	0%
Very poor	0%
Does not apply	0%
No response	34%



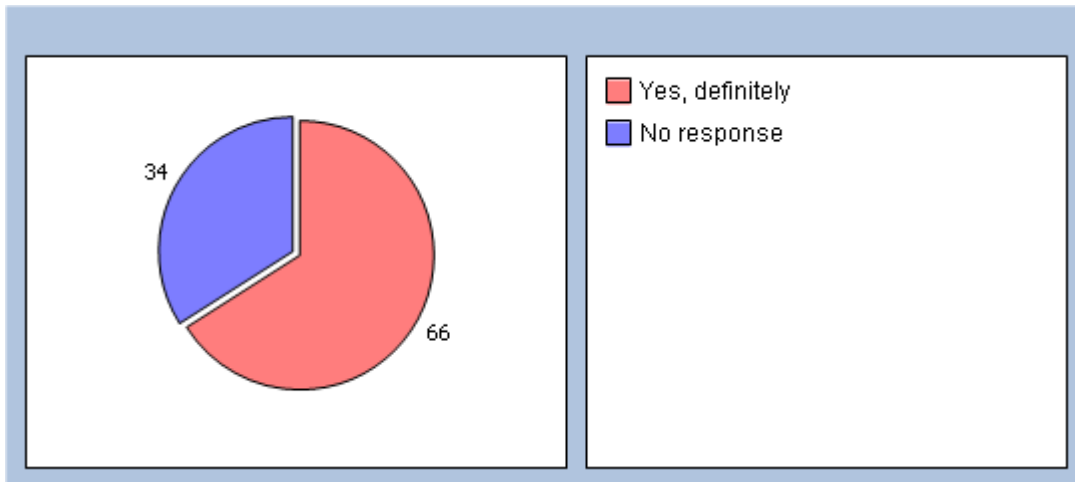
Q29 Treating you with care and concern

Very good	66%
Good	0%
Fair	0%
Poor	0%
Very poor	0%
Does not apply	0%
No response	34%



Q30 Did you have confidence and trust in the nurse you saw or spoke to?

Yes, definitely	66%
Yes, to some extent	0%
No, not at all	0%
Don't know / can't say	0%
No response	34%

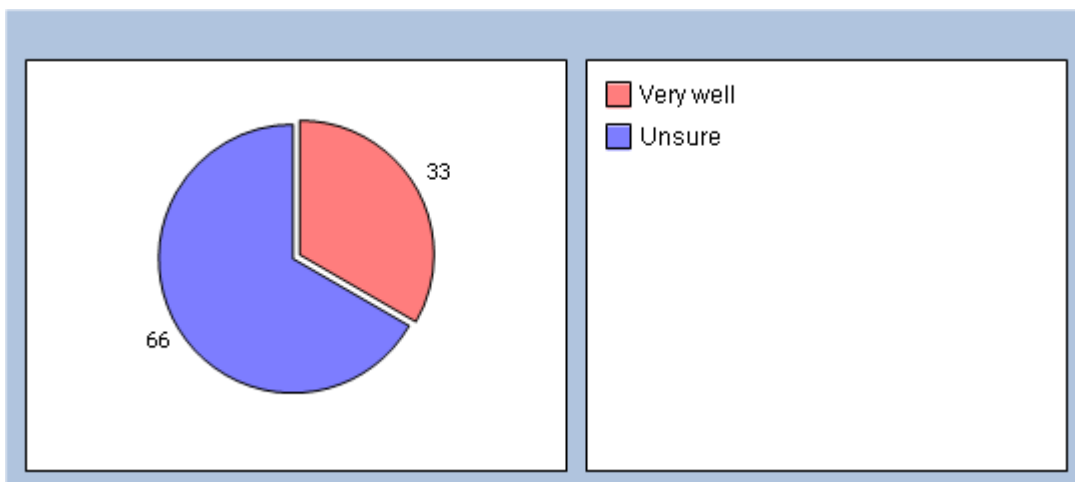


About care from your doctors and nurses

Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

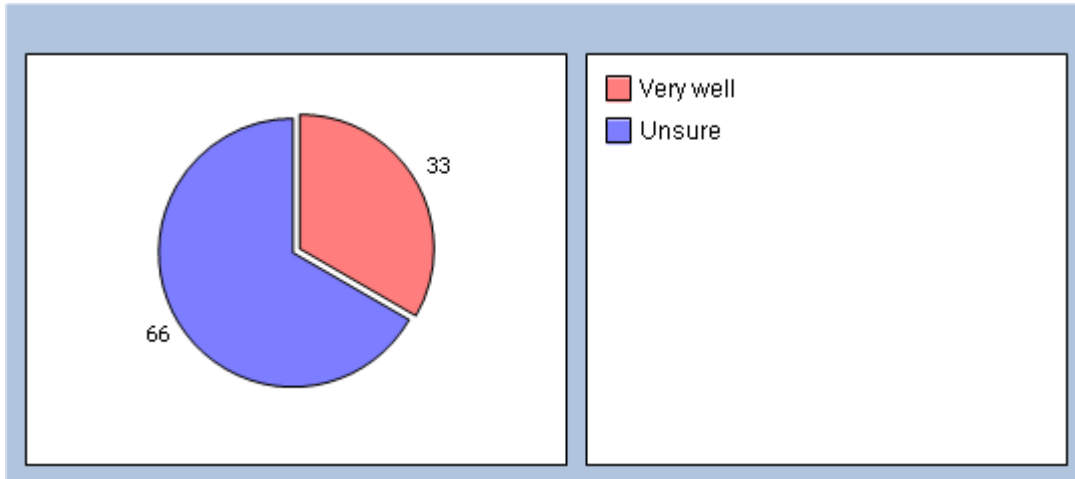
Q31 Understand your health problems?

Very well	33%
Unsure	66%
Not very well	0%
Does not apply	0%



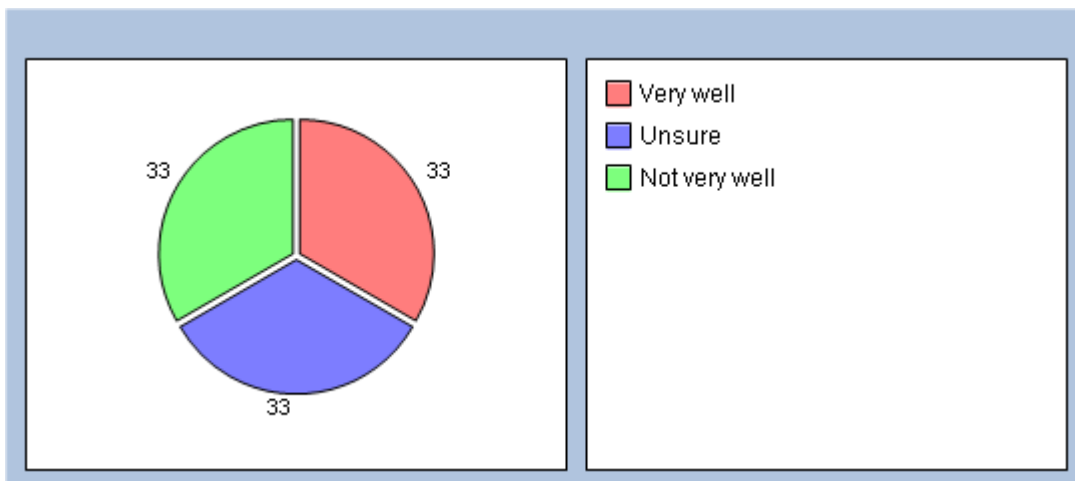
Q32 Cope with your health problems

Very well	33%
Unsure	66%
Not very well	0%
Does not apply	0%



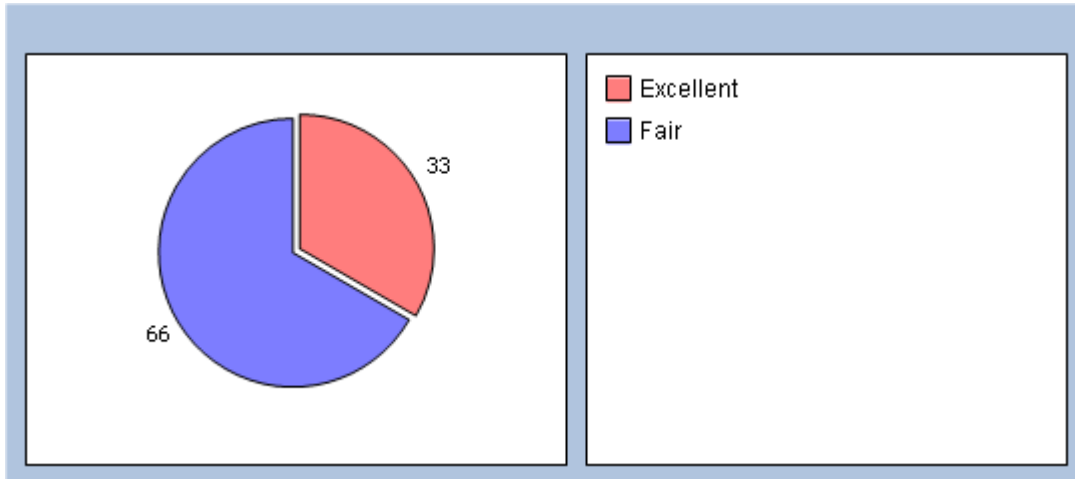
Q33 Keep yourself healthy

Very well	33%
Unsure	33%
Not very well	33%
Does not apply	0%



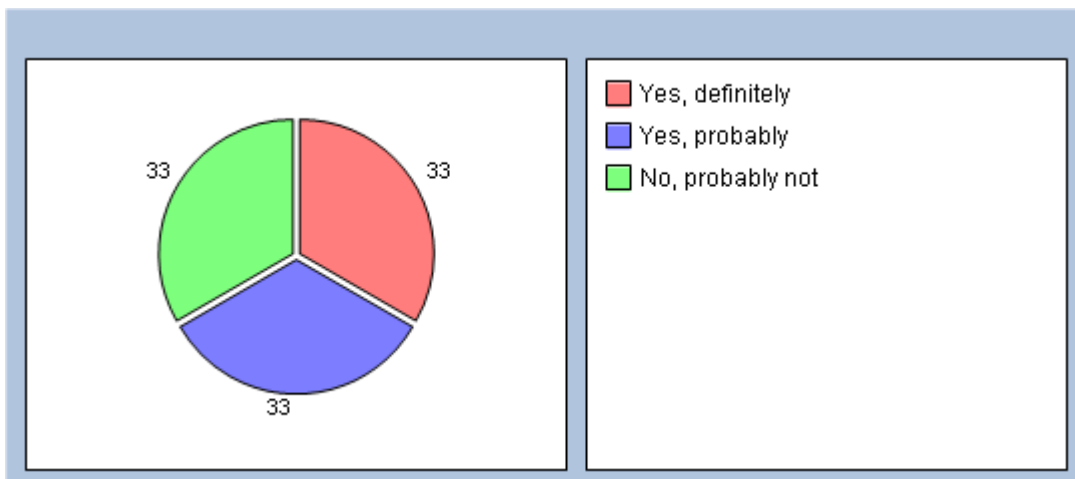
Q34 Overall, how would you describe your experience of your GP surgery?

Excellent	33%
Very good	0%
Good	0%
Fair	66%
Poor	0%
Very poor	0%



Q35 Would you recommend your GP surgery to someone who has just moved to your local area?

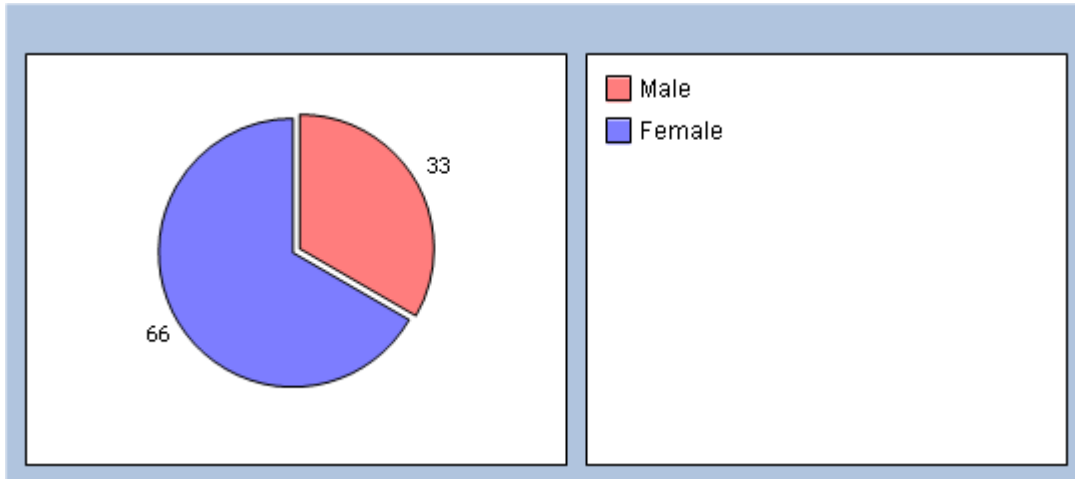
Yes, definitely	33%
Yes, probably	33%
No, probably not	33%
No, definitely not	0%
Don't know	0%



It will help us to understand your answers if you could tell us a little about yourself

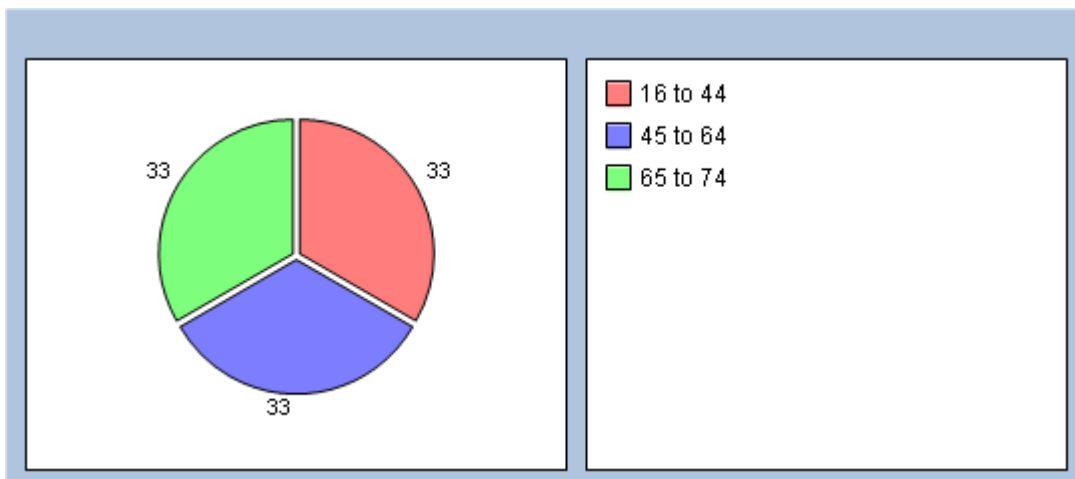
Q36 Are you?

Male 33%
Female 66%



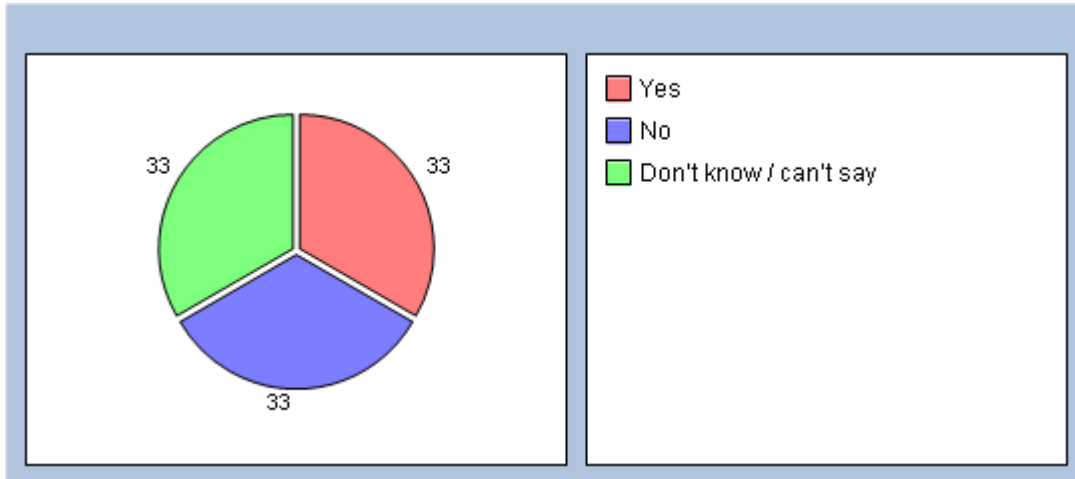
Q37 How old are you?

Under 16 0%
16 to 44 33%
45 to 64 33%
65 to 74 33%
75 or over 0%



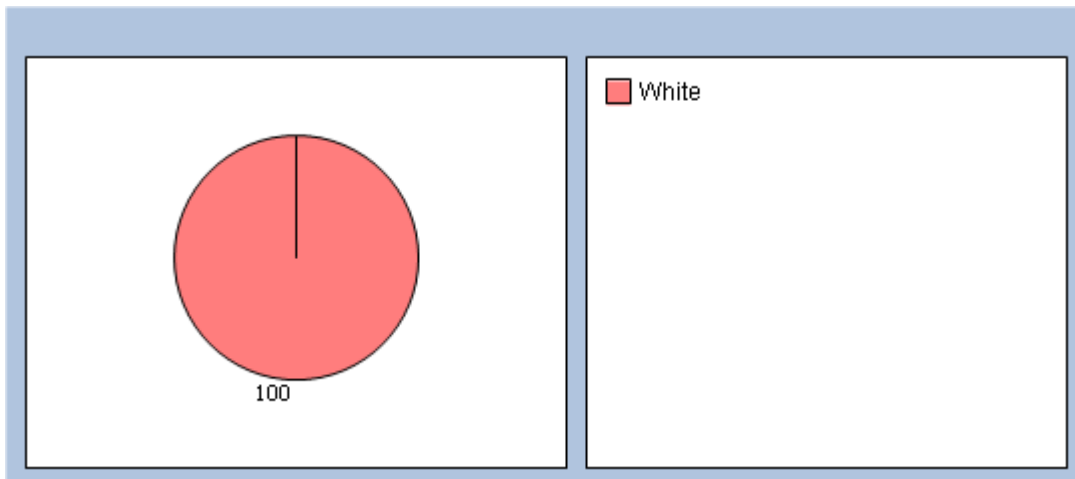
Q38 Do you have a long-standing health condition?

Yes	33%
No	33%
Don't know / can't say	33%



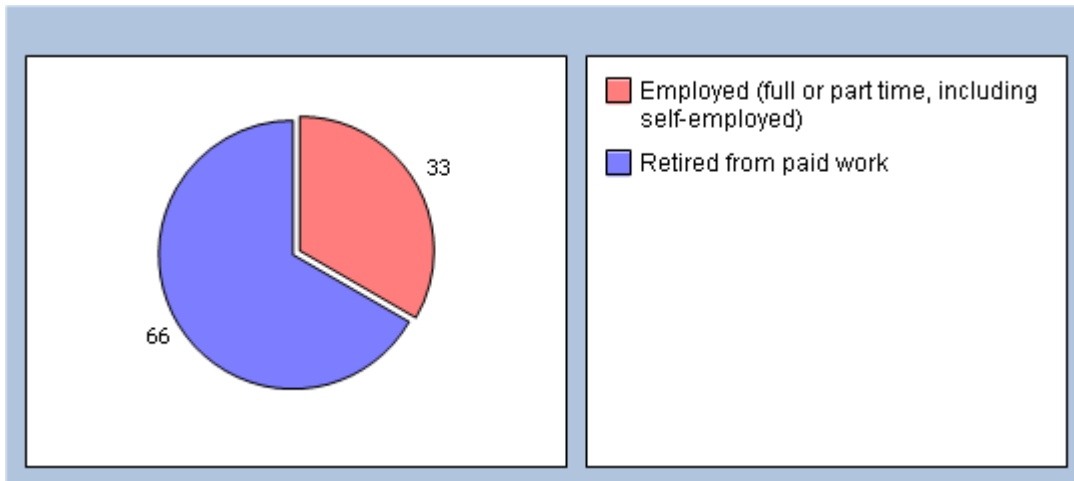
Q39 What is your ethnic group?

White	100%
Black or Black British	0%
Asian or Asian British	0%
Mixed	0%
Chinese	0%
Other ethnic group	0%



Q40 Which of the following best describes you?

Employed (full or part time, including self-employed)	33%
Unemployed / looking for work	0%
At school or in full time education	0%
Unable to work due to long term sickness	0%
Looking after your home/family	0%
Retired from paid work	66%
Other	0%



© 2011 GPAQ V3 including all individual questions is copyright University of Cambridge/University of Manchester

3.2 Comments

Positive comments received are listed below

- The practice provides an excellent service
- I have recently moved into the area and feel very lucky to be a part of this practice the service provided is wonderful

The Practice also received some negative comments

- There are a couple of receptionists at the Long Melford practice who can be extremely difficult
- There are potholes in the car park it is in need of repair

4.0 Practice Comments and Feedback

Receptionists and Appointments

From the survey 66% of you have found the reception staff helpful and 99% of you have found it easy to get through to the Practice by telephone. However we have noted that whilst you find it easy to get through to the Practice by telephone you do not always find it so easy to speak to a GP or Nurse. We will try to review this with you in the coming year.

Visiting the GP or Practice Nurse

66% of you felt that if you needed to see a GP urgently you were seen on the same day as your request.

We are pleased to note that most of you who made appointments to see the doctor did not wait for longer than 10 minutes. We endeavour to ensure that all of you are seen on time; however there are occasions when some consultations of a more complex nature take a little longer. We appreciate your consideration when due to unpredictable circumstances our appointments do not run to time.

Most of you felt that the GPs and nurses looking after you had been good or very good. That you were treated with care and concern and that you were listened to. We are happy to learn that most of you have had a positive experience when visiting the Practice. However we are aware that there may be occasions when your visit does not meet with your expectations. We hope that on these occasions you feel you can raise your concerns with the Practice Manager. We endeavour to provide an excellent standard of care and your feedback is helpful and important to our efforts.

Other Information

Most of you were satisfied with our opening hours. We are very pleased to learn that our appointment availability suits most of you. We work very hard as a Practice to ensure that we are available to meet the needs of patients and we regularly review our appointment system. It is encouraging to know that most of the time we are meeting your expectation with regard to appointment availability. We will continue to review our appointment availability with you throughout the coming year.

You have commented on the car park area we hope to have some parts of the car park resurfaced in the Summer months.

5.0 Actions and Plans for the future

The Long Melford Practice aims to provide a high quality service to all our patients and it is heartening to see that most of the time we achieve this. We work hard to ensure that the Practice is welcoming and understanding of your needs and that you are cared for in a polite and respectful manner. We would like to thank you for the time you have taken to participate in this survey. All of your comments both positive and negative will be discussed with the

Patient Participation Group and where possible and appropriate changes will be made to enhance the service we provide to you.

We have agreed that we will continue to review our appointment availability with you throughout the coming year.

We have also agreed to have the car park area refurbished.

The PPG is mindful that in the year 2012 to 2013 you highlighted the following two areas as needing further investigation:

- UNDERSTANDING & HELPING WITH HEALTH PROBLEMS
- GP INVOLVING PATIENT IN DISCUSSION

It is acknowledged that these areas continue to warrant further discussion and development and it is anticipated that the Practice will work with the PPG in the coming year to identify ways that the practice can improve its service in relation to these two areas.

5.1 Final note

We welcome views about the ways in which we can improve the services we offer. To facilitate this process we run a Patient Participation Group which uses an online forum for discussion and the development of ideas to improve the services we offer. If you would like to join our Patient Participation Group please ask at reception for details.

6.0 ACCESS

6.1 LONG MELFORD

The surgery is open Monday – Friday from 08.00 – 18.30. During these times, the following clinical appointments are available:

6.1.1 GP's

From 08.30 – 10.50 Monday to Friday

From 14.30 – 17.20 Monday to Friday

6.1.2 Nurse Practitioners

From 08.20 to 17.50 Monday to Friday (except between 13.00 to 14.00 on Wednesday and Friday)

6.1.3 Practice Nurses

From 08.40 – 12.20 & 14.30 – 17.50 Monday to Friday

6.1.4 Health Care Assistants

From 14.00 – 18.00 Tuesday

From 08.40 – 12.30 Wednesday & Friday

From 14.40 – 18.00 Thursday

Extended Hours appointments are offered by our GP's specifically for those patients who are unable to attend the surgery during the normal working hours and these are available on:

Monday 18.30 – 19.00

Tuesday 18.30 – 19.00

Friday 07.00 – 08.00

Dispensary opening hours are:

From 08.30 – 13.00 & 14.00 – 18.30 Monday to Thursday

From 08.00 – 13.00 & 14.00 – 18.30 Friday

6.2 LAVENHAM

The surgery is open Monday – Friday from 08.00 – 13.00 & 14.00 – 18.30. During these times, the following clinical appointments are available:

6.1.1 GP's

From 08.30 – 10.50 Monday to Friday

From 14.30 – 17.20 Monday to Friday

6.1.2 Nurse Practitioners

From 08.20 to 11.20 Monday

6.1.3 Practice Nurses

From 08.40 – 12.30 Monday to Friday

From 14.30 – 15.40 Thursday

6.1.4 Health Care Assistants

From 08.40 – 12.30 Tuesday

From 08.40 – 12.00 Wednesday

Outside of our above detailed normal surgery opening hours, any emergency is handled by NHS Suffolk's out of hours provider, Harmoni. If you telephone the normal surgery number outside of our standard opening hours, your call will be automatically rerouted, or alternatively, you can call Harmoni directly on 0300 130 3066.

In Suffolk, patients now also have access to the recent newly launched NHS 111 helpline for non-emergency advice. This service is available 24 hours a day, 365 days a year.

