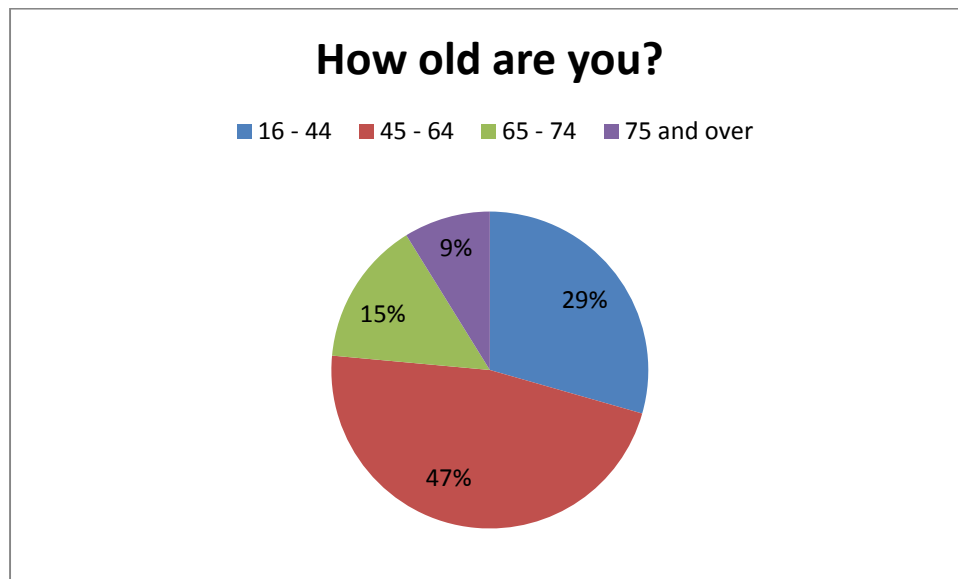


Kingsway Medical Centre

Practice Participation Survey Action Plan and Report 2013/2014

Kingsway Medical Centre's Patient Participation Group is made up of 34 registered patients; 24 females and 10 males, in the following age range :



The group is a "virtual group" and is contacted by email. We continue to recruit patients and publicity material is available in the surgery.

In July 2013, the practice asked the Patient Participation Group (PPG) what the key priorities should be for the annual practice survey.

The responses indicated the questionnaire should cover the following areas

- clinical care (43% of responses)
- getting an appointment (50 % of responses)
- opening times (6% of responses)

Taking into account the above areas of priority, a questionnaire was drafted and sent to the PPG. This was approved and completed by the group. The questionnaire was later distributed to patients attending the surgery.

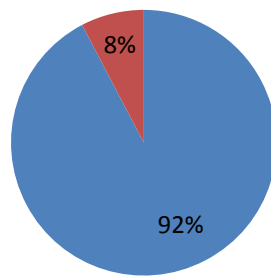
145 completed questionnaires were received, the results were collated. Patients had responded from each of the age groups, and the ethnic background was reflective of the practice list. The PPG was approached with the results so far. Feedback was that the number of completed questionnaires was low. In particular, it was felt that more men should be asked to respond to the survey. The group was surprised at the low numbers of patients who preferred to book appointments on-line, particularly considering the amount of younger patients who participated in the survey. It was felt this group may have access to PCs, smart phones or tablets and should be encouraged to book on-

line, which would help relieve strain from the phone system. Members of the PPG were encouraged regarding the positive feedback on patient care.

In response to this feedback, men attending the practice were asked to complete the survey and a further 30 responses were received, taking the total number of questionnaires to 175. The results have been collated, and can be found below.

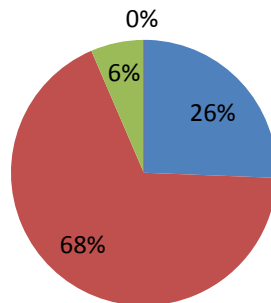
How important is it to be able to book appointments ahead of time?

■ Important ■ Not important



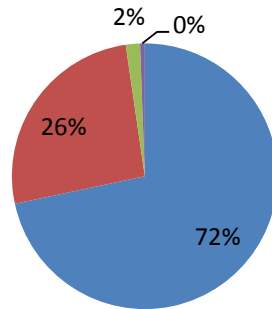
How do you normally book your appointments at the surgery?

■ In person ■ By phone ■ Online ■ Doesn't apply



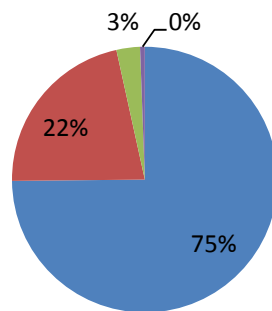
How good was the last GP you saw at giving you enough time?

■ Very good ■ Good ■ Fair ■ Poor



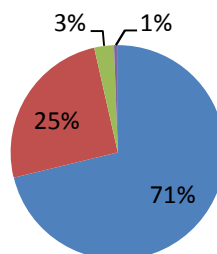
How good was the last GP you saw at listening to you?

■ Very good ■ Good ■ Fair ■ Poor



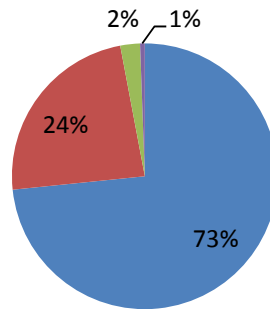
How good was the last GP you saw at involving you in decisions about your care?

■ Very good ■ Good ■ Fair ■ Poor



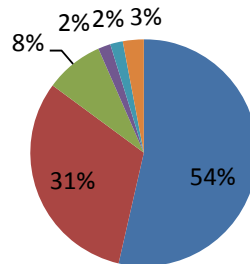
How good was the last GP you saw at treating you with care and concern?

■ Very good ■ Good ■ Fair ■ Poor



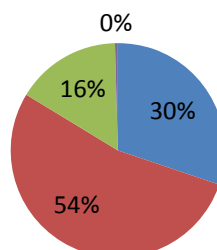
How easy is it to book ahead at Kingsway Medical Centre?

■ Very easy ■ Fairly easy ■ Not very easy
■ Not at all easy ■ Don't know ■ Haven't tried



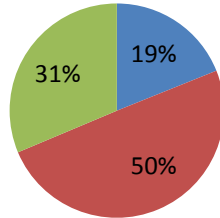
Which of the following methods would you prefer to use to book appointments at the practice?

■ In person ■ By phone ■ Online ■ Doesn't apply



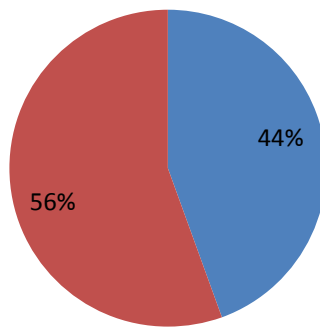
How easy was it to get an appointment for the time you wanted?

■ Not very easy ■ Fairly easy ■ Very easy



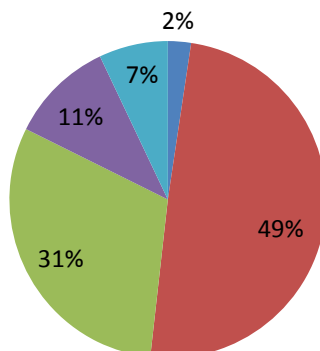
Are you male or female?

■ Male ■ Female



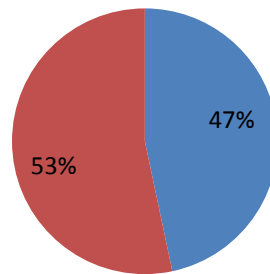
How old are you?

■ Under 16 ■ 16 - 44 ■ 45 - 64 ■ 65 - 74 ■ 75 or over



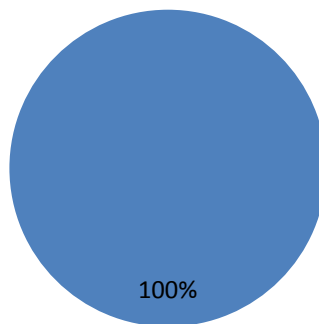
Do you have a longstanding health condition?

■ Yes ■ No



What is your ethnic group? - White

■ 1



Action Plan

The Practice has been offering booking of on-line appointments for some time. The on-line system includes the facility to request medication, book and cancel appointments, and a facility to update patient details.

Despite 18% of patients registered to access the on-line system, the survey has shown low numbers of patients whose preferred method is booking on-line. 68% of patients book appointments by phone, 26% book appointments in person, and only 6% book on line.

When asked how easy it is to book ahead at Kingsway Medical Centre, responses were as follows : –
54% very easy 31% fairly easy 8% not very easy 2% replied not at all easy.

A member of the PPG feels that increased on-line appointment booking would relieve pressure from the phones system. The on-line system also shows all available appointments for the next month, for named clinicians.

In the past the practice has had a campaign to raise awareness of the on-line system. However, a sustained publicity campaign may raise awareness and help increase the numbers of patients booking on-line. This could be achieved by :

- When new patients register with the practice, they will be encouraged to register for the on-line system.
- There will also be a permanent display in the waiting room advertising the on-line system.
- Patients who use the on-line facility will be asked for feedback, to be included in the campaign.
- The practice website will be updated with a link to the on-line booking from the appointment screen on the website.

January 2014

The Practice Participation Survey Action Plan and Report was forwarded to the PPG in January 2014 for their feedback.

18th February 2014

Report finalised on 18th February 2014 to include the latest feedback from the Practice Participation Group. The group was in agreement with the action plan.

For future questionnaires the group recommended :

- Future questionnaires will include a comments section for patients to include a personal response

Individual comments from members of the Patient Participation Group included :

- "I agree with most of the suggestions outlined, I find the new online system excellent for just about everything. More people should use it instead of the telephone, and more people of my age (75) should get involved on-line".
- "Excellent action plan, especially like the new patients idea. How about using the right hand side of the prescriptions to advertise as well?"

The action plan will now be finalised, taking into account the latest feedback from the Patient Participation Group. The report will be available on the practice web site. The updated action plan will be put into place. The pie charts showing responses to the individual questions will be displayed in the waiting room, along with a permanent display regarding on-line appointment booking.

May we take this opportunity to thank members of the Practice Participation Group for their involvement and guidance, and for every patient who completed the questionnaire; your help is very much appreciated.