

Orchard 2000 Medical Centre

Annual Report of the PPG 2012 - 2013

The PPG is extremely pleased with the continued progress and the commitment of the practice to continually seek to improve where possible the patient experience. They particularly single out the regular patient surveys that are carried out and these are done to gauge patient satisfaction in terms of access, suitability of premises, staff attitudes and interfaces with health professionals. The latest survey follows on from the annual patient survey which was agreed with the Patients Participation Group. It offers us an up to date snapshot of how the practice is driving and allows them to make any changes where these are deemed necessary as a result of the survey

The PPG decided to adopt the example survey questionnaire enclosed with the CQIN email and apart from applying lead-in notes for patients which explained the rationale behind the survey, nothing else was changed.

The survey was discussed with both the staff & PPG and questionnaires were distributed at Reception. On completion patients were asked to hand these in at this service point and in turn, these were then passed to the Practice Manager for compilation and analysis. This analysis was then shared and discussed at the PPG meeting

The patients were responsive and apart from comments such as 'not another survey' in some isolated cases, by and large the response was positive. The staff explained to those agreeing to complete the questionnaires that in doing so they were helping us to evaluate and where necessary to make improvements to our service.

In terms of sampling, from the list size of 6378, it was decided to issue to patients who turned up early for appointments as this stood a higher chance of the questionnaires being completed. Experience has shown when undertaking our annual audit that it was pointless issuing questionnaires to patients who turned up just prior to their appointment time as they would simply be discarded within the waiting room. A total of 100 were given out and out of these 50 were returned. Given the target figure of at least 20, the snapshot was extremely worthwhile undertaking.

The results of the survey were, of the 50 returned the majority were very positive and gave a true reflection of where the practice was in terms of patient care. However the following areas were highlighted and will then be included in the action plan.

Overall did you feel the staff respected you? – One person answered no.

Did the health professional ask for your opinion and/or needs in relation to your treatment? – 42 answered yes with 8 recording a no mark

Did you have confidence in the health professional you saw? - 47 answered yes with 1 writing very good and a further 2 gave a negative response of no

Positive reactions which mitigate some of the negative results above are reproduced as follows:

When asking about your condition/treatment, did you understand the explanation by the health professional? – All were positive and also included two 'very good' comments.

The GP's were also very pleased with the results obtained and with the exception of the answers to the question on opinion and/or needs which they will take on board, thought that it reflected a positive and recognised result of the effort staff of all disciplines had put into the surgery.

Likewise both we the PPG and staff thought that overall, the results of the survey recognised the high standard of patient care that we pride ourselves on delivering. We commented that the small amount of negative marks was more than mitigated by the good ones received overall.

A very worthwhile survey which provided a window into our patient group's perceptions of how we provide health programmes and care. The highlighted engagement issues from some patients will be addressed and will form the only item we will action plan and of course review during the next year.