

Hampton Health

Patient Participation Report 2013/14

This is the 3rd year of the current survey

We have a new town demographic of a high proportion of younger patients aged 16 and under and in the age ranges 25-44 but a lower than average proportion of patients aged 55-85.

Of the patients attending the group meetings only one was under 55 so this was obviously unrepresentative, and the group was also had no mix of ethnicities.

With the introduction of a virtual patient group where patients are contacted and consulted via email, we have a mixture of ages and ethnicities represented with 90%+ of the group now being under 55, youngest member 18 oldest member 77. This mix is far more representative of the makeup of our demographic.

Current membership of the group = 101 (Plus members we correspond with).

The bulk of our patient survey was devised by the Borderline Patient Forum on which we are represented by a member of our patient group.

This is the third year we have used the survey and by doing this we are able to benchmark and to see how we are performing year on year. This is particularly useful for us as a growing practice as our patient numbers and demands on the practice are changing each year and it is useful to see how that impacts on the patients.

In addition each year we ask our patients what questions they would like to see asked in the questionnaire by asking our patient reference group/virtual group by email, advertising on our website, and in the local newsletter.

No additional responses were suggested for this year's questionnaire.

When the questionnaire was originally drawn up the areas below were felt to be important areas to include in the survey both by the patient forum and also when we consulted with our PRG.

These areas are also those which figure in patient comments, complaints and concerns which have been raised throughout the year. Whilst we have worked on any issues raised when we become aware of them it is useful from our point of view to ask about them to find out general as well as specific views.

Asking about services helps us to identify what patients know about the practice and help us to consider what might be needed in the future.

- 1. Clinical care**
- 2. Getting an appointment**
- 3. Reception issues**
- 4. Opening times**
- 5. Parking**
- 6. Services provided**

The survey was carried out during December 2013 and January 2014.

**The survey was available to complete online on survey monkey via a link on our website, and also on paper at the surgery.
Details of the link were emailed to our virtual group asking them to complete a survey online or in the surgery the next time they visited.
The survey was advertised in the surgery and on the website.**

We have seen in the past low response rates from our patients, and this year's response rate of 2.5% was on a par with what we have seen in the past for our own and centrally distributed questionnaires. The responses however were consistent enough for us to believe this is a representative opinion of the practice.



Patient survey 2013
2014



Survey response
2013 2014

The documents above show the questions asked in the survey, and the overall findings and comments from those who completed a questionnaire.

**The survey findings were discussed in the practice and a draft report written suggesting changes we could make to address some of the issues raised.
This was displayed in the practice and copy of the analysis with the draft report sent out by email or post to the patient group inviting comments and any other suggestions to add into the final report.**

The action plan is attached below. It is split into sections showing how it relates directly to the survey and the comments made.



Response to Patient
Survey 2013 2014

This was displayed in the practice and copy of the analysis with the draft report sent out by email or post to the patient group inviting comments and any other suggestions to add into the final report.

**Patients have asked for weekend appointments.
We are planning to offer these when we move to a new building, which is currently under negotiation, however we do not have the resources and funding in the existing building to be able to currently offer this.**

No contractual changes are being considered.

From comments raised in the 2011/12 Action Plan:

We have investigated the possibility of installing barriers for privacy at reception, but have been unable to find anything suitable for the current premises. We have therefore installed a sign to encourage a queuing system to offer as much privacy at reception as we can.

From comments raised in the 2012/2013 Action Plan:

We have put more information about the practice on the website, in the registration pack and in the practice leaflet, but we do still need to improve on this.

We have changed the phone menu to make it clearer; however it is clear that our phone lines are busier than last year and we are therefore investigating whether another phone system would help with this.

We have provided more regular later appointments with the nurses.

The opening hours of the practice are 8.30am-6pm Monday, Thursday & Friday.

Tuesday 8.30am-7.30pm (late appointments must be pre-booked)

Wednesday 7am-6pm (early appointments must be pre-booked)

Phone lines are available 8am-6.30pm. They are closed between 12.45 & 2pm each day, but there is an option to be able to be connected to a receptionist in the event of an emergency during this time.

Extended hours:

Tuesday 8.30am-7.30pm (late appointments must be pre-booked – with Nurse and Nurse Practitioner)

Wednesday 7am-6pm (early appointments must be pre-booked – with GP and Nurse Practitioner)