Oakmeadow PPG - Anonymous Patient Survey April, 2013 - December, 2013 Support and Services

SUMMARY

Two-hundred and twenty-three patients kindly completed the Survey forms handed out by reception staff and by PPG members. These were processed and analysed by the PPG. The PPG's recommendations are shown below, as are the statistical details obtained from the survey. No written-in comments are shown below to respect the confidential nature of the comments. Identifiable information was removed from some comments. In essence, the results did not show anything to concern the PPG but did high-light a flaw in the wording of questionnaires, which has been addressed.

OBSERVATIONS BY PPG

Q1 - Noted

Q2 - Results invalid, due to cut-and-paste error by author

Q3 - Noted

Q4 - Noted

Q5 - Noted

Q6 – Comments reviewed

Q7 - Noted

Q8 - Noted

Q9 - We are surprised at this result. It does not reflect the results of other questions posed, especially Q14, to which 97% of responders said that they would be happy to recommend Oakmeadow Surgery to others. As we did not stipulate a time-period to which the survey refers, we don't know how historical these observations are. In future surveys, all time-sensitive questions will open with 'In the past 6 months, . . . '.

Q10 - Noted

Q11 - Noted

Q12 - Noted

Q13 - Noted

Q14 - Noted

Q15 – Comments reviewed

STATISTICAL RESULTS OF SURVEY

	Vac		No	NI/A	NIII
	Yes		No	N/A	NIL
149	69%	74	31%		
2. Is	this a man or	a wo	man ?		
	Yes		No	No preference	NIL
INV	ALID QUESTION	INV	ALID QUESTION	90 40%	
3. A	re you male o	r fema	ale?		
	Male		Female	N/A	NIL
60	27%	163	63%		
4. A	re you happy t	to see	any doctor w	hen 'your' doctor	isn't available ?
	Yes		No	N/A	NIL
193	87%	30	13%		
5. D	oes the doctor	alwa	ys put you at	ease when you vi	sit ?
	Yes		No	N/A	NIL
193	87%	30	13%		
6. H	ave you had d	ifficu	lty discussing	g concerns with a	doctor, if so, why
	Yes		No	0	N/A
	165				

7. Do you feel you would have been able to discuss your concerns better with a different doctor ?

	Yes		No		N/A		NIL	
31	13%	192	87%					
	re you happ ner investig	•	he way do	ctors ref	er patient	ts to hos	pitals for	
	Yes		No		N/A		NIL	
175	84%	9	4%	25	12%			
9. H	ave you eve	er felt di	ssatisfied	with the	service p	rovided	by a doctor?)
	Yes		No		N/A		NIL	
44	20%	178	80%			1	0%	
10. I	Does the nu	rse alwa	ys put you	ı at ease	when you	u visit ?		
	Yes		No		N/A		NIL	
213	96%	10	4%			1	0%	
11 1	. 1	•.1	.1	• 1	11 .1		2	
11. A	Are you hap Yes	py with	No No	e provid	ed by the N/A	nurses	? NIL	
					- 1/			
210	97%	5	3%			1	0%	
	Are you sath visit for th			rmation	provided	to you	when you ring	g
_ 31	Yes	 	No		N/A		NIL	
204	95%	10	5%			1	0%	
13. 4	Are you sati	isfied wi	th the rene	eat presc	ription re	auests r	process ?	
	Yes		No	- F1000	N/A	-1	NIL	

199 95% 8 4% 2 1	%
--------------------------------	---

14. Would you be happy to recommend Oakmeadow to your friends and family?

	Yes		No	N/A		NIL	
202	97%	6	3%		1	0%	

15. Have you any comment to make regarding the back-office service, staff or medical team? (Please do not identify anyone)

REMOVED	

We try to meet monthly, ten times a year, each meeting lasting one hour; however, this is not always possible due to health of members or their personal commitments. This past year, we started off with seven members on our list. Two left, for personal and health reasons, but these have been replaced by three new members. There are now eight members on our list but we still need a few more to enrol. Both the Practice Manager and Business Manager attend these meeting as observers, as and when they can, providing us with information when requested, such as the current situation in general practice and the forthcoming changes to GP contracts in April 2014

The Chairman's deputy attended the surgery's annual AQR visit meeting and the Chairman is hoping to attend the city-wide PPG meeting in May. He had a conversation with the CQC Inspector, who was satisfied with the discussion that took place.

The group has prepared a further survey to be conducted by questionnaire during 2014 (See copy, attached) for information. Other than that, there is nothing further to add to the report for this year.

Stewart Wittering, Chairman, Oakmeadow Surgery PPG

PRG ADDITIONAL INFORMATION

1. Members of the group:

Mr S Wittering – Chairman and Self Employed

Mr P O'Malley - Secretary and CAB Advisor

Mrs R Robinson – Retired

Mrs D Smith – Retired

Mrs J Parker – Retired

Mr E Hasman – Reetired

Mrs F Tennant) – Housewife

Mrs G Nfoker) - Housewife

Surgery Rep: Mrs T Cooper – Practice Manager

- **2.** The group continually encourage other patients from all backgrounds to be involved.
- **3.** The group discussed the survey with the GPs and agreed to this taking place including any priorities that may arise from it.
- **4.** The survey took place at the surgery and all 223 plus patients were giving the opportunity to complete the form and add any additional comments about the surgery.
- 5. The patients were informed that once the survey was published on the practice website and on the surgery notice board they would be able to contact any member of the group for further clarification. The patients did not want the group to know any of their contact details, so this approach was taken.
- **6.** As such there were no proposals arriving from the action plan, therefore it was understood that, having spoken to the patients they were happy with the current services and staff at the surgery.

- 7. Copies of the report were sent to NHS England and the Leic City CCG. As no indications were given by the patients for further surveys and the way forward, the group will again discuss with the GP as to the way forward for the next survey. In the meantime the group will seek once again to informally ask patients their views etc for the future and what services they would like from the surgery.
- **8.** Opening Hours of the surgery are 8.20 am 6.30 pm Mon Fri. Patients can assess the services via the internet for appointments, ring in or call at the surgery. Patients can book in advance or on the day.