

## **Middleport Medical Centre**

### **Patient Participation Group Survey February – March 2013**

#### **How the survey was carried out**

Middleport Medical Centre carried out the Patient Questionnaire in surgery over a two week period during March 2013

It was suggested that we sampled 25 patients per 1000 registered population as this was the recommendation from GPAQ in the past. The surgery did not use the GPAQ survey as the PPG felt that there were too many questions on it and that more relevant questions could be asked. This follows analysis of last year's survey and the group felt that there was little to be gained by asking questions where the score was 'very good' or 'excellent' last year. Other questions were asked which would help to understand patients' feelings across the service provided, care from clinicians and access. This was agreed by all members of the PPG.

There were 2004 patients registered as at 1.3.13 and therefore 50 questionnaires were given out during the period.

The forms were completed in reception with the assistance of the PPG members and reception staff and were given to the Practice Manager to be collated.

We ran this survey in addition the national GP patient survey in order to give an accurate picture of our performance. This is in key areas such as reception, appointments, access, communication, continuity and enablement. It also gives patients the opportunity to feedback on their personal experience whilst offering us suggestions to improve the delivery of our services.

#### **Practice Introduction**

Middleport Medical Centre was opened in 2010 after campaigning by the local residents. It is a modern two story building with a clinical corridor for patients. It has a large, bright, open reception area and rooms upstairs for admin and external services if appropriate. Other services which use the building include The Hand Surgery Clinic, Respiratory Nurse Clinic and Oncology Clinic. There is a large multipurpose meeting room which is used by the practice, other groups within the NHS and also the local community including the Local Residents' monthly meetings.

Please see the survey results as collated by the practice.

#### **Comments**

Listed below are some of the comments left in the open questions at the end of the questionnaire.

"Staff are very helpful and polite"

"The doctors show a real interest in me"

"Sometimes I have to wait to be seen, even when I book an appointment"

“I have managed to stop smoking with the help of Emily”

“Rebecca is a very good nurse”

“Dr Shorun always listens to my concerns”

“It can be hard to get an appointment sometimes, the phones are very busy”

## **ACCESS**

The survey illustrated that patients are dissatisfied with two key areas:

Ability to make appointments on the phone

And

The time spent with the GP

Due to the fact that the practice is still trying to recruit a new GP, we have been working with locums more than we would have liked. Dr Shorun works 5 sessions across 3 days, with a vacancy for the other 6 sessions. This post is advertised and will hopefully be filled soon. This should reduce the feeling of not having continuity of care, and also will enable patients to build a doctor/patient relationship with their GP of choice.

The practice is looking at giving patients the chance to book appointments over the internet and also request repeat medication over the internet. This will help those who work and want to book ahead. All patients can book ahead up to 6 weeks for a non urgent or routine appointment.

The Patient Participation Group is keen to attract new members. It is hoped that a new leaflet can be distributed amongst patients to aid with booking appointments. This will show information about the practice clinicians, who can do which procedures, opening times and surgery times etc. The desire is to have a wide selection of patients on the PPG across all age groups and ethnicities.

## **RECEPTIONISTS**

Monthly staff meetings are held to try and address any issues which occur over time. All staff are encouraged to give their ideas about improving access and appointment levels. The comments about reception staff were generally good. Any areas for concern around service will be addressed at staff meetings.

## **RECOMMENDATIONS**

1. Continue Staff training and monthly Practice Meetings.
2. Practice vacancies to be filled as soon as possible.
3. Two receptionists to cover the reception area at all times for security.
4. Maintain accessibility for Information leaflets.
5. Maintain and update Contact numbers of self Help Groups.