**Greenridge Surgery**

**Patient Representative Group Report 2014**

**What is the Patient Representative Group?**

The group should represent the larger practice population therefore should have members of all age groups, ethnic profiles, able and disabled, and patients with chronic illnesses and those without**.** This is what we are aspiring to achieve.

**See below for a comparative chart of our patient list versus our patient group profile.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Practice Ethnic Profile** |  |  | **Patient Group Profile** |  |
|  |  |  |  |  |  |  |
| White British | 4388 |  | White British | 15 |
| other white | 196 |  | Other White |  |
| Asian |  | 453 |  | Asian |  |  |
| Asian British | 34 |  | Asian British | 1 |
| Chinese |  | 81 |  | Chinese |  |  |
| Black |  | 10 |  | Black |  |  |
| Black/other | 11 |  | Black Other |  |
| Unkown |  | 2234 |  | Unknown |  |  |
|  |  | 7396 |  |  |  | 16 |
|  |  |  |  |  |  |  |
|  | **Male** | **Female** |  |  | Male  | Female |
| 00-04 | 266 | 260 |  | 00-16 |  |  |
| 05-16 | 626 | 599 |  | 05-16 |  |  |
| 17-24 | 403 | 386 |  | 17-24 |  |  |
| 25-34 | 506 | 589 |  | 25-34 |  |  |
| 35-44 | 494 | 488 |  | 35-44 |  | 1 |
| 45-54 | 531 | 499 |  | 45-54 | 2 | 5 |
| 55-64 | 381 | 435 |  | 55-64 | 1 |  |
| 65-74 | 260 | 294 |  | 65-74 | 2 | 2 |
| 75-84 | 168 | 231 |  | 75-84 | 1 | 1 |
| 85-89 | 35 | 53 |  | 85-89 |  |  |
| 90+ | 14 | 48 |  | 90+ |  |  |

Currently our group is not representative of our practice population. However the Greenridge Patient Group remains consistent in its numbers and mostly the same patients attend regularly.

**How do we recruit?**

We have used various methods of recruiting for this group. We actively recruit by speaking to patients. We advertise in the practice by means of posters, using plasma tv and notices on repeat prescriptions. We have also written to target populations to encourage involvement. We offer involvement in the group by attending meetings or remotely using the medium of the world wide web by methods of email and website.

**When do we meet?**

We meet quarterly each year. Over the last year we have met as follows:

20th March 2013

19th June 2013

4th September 2013

11th December 2013

12th March 2014

**Practice Survey 2013/14**

The group decided to use the same survey that had been created by patients last year. In addition to this we put the survey on our website asked patients to fill in the form online. This was not successful as only 4 patients responded.

**Patient Questionnaire**

**We would like to find out more about your experience of using Greenridge Primary Care Centre**

(This questionnaire has been designed by our Patient Participation Group and we hope that we will be able to collect valuable information from you that can be used to help us improve our current services and plan for future services. ***THANK YOU*** for taking the time to complete this)

Firstly, are you

Male or Female Male/Female

Your age? 0-16 17-24 25-34 35-44 45-54 55-64 65+

Are you: White/British White/Other Black/British

Black/Other

Asian Asian British Chinese

Do you have any special needs that it may be important for us to know about?

…………………………………………………………………………………………………………

**Please rate each question as follows – you will be asked how much you agree with the statement**

Strongly Disagree Disagree Neutral Agree Strongly Agree

1 2 3 4 5

For example:

The weather today is very cold 5 (strongly agree, as its freezing!)

……………………………………………………………………………………………………………

**Environment**

Parking near the surgery is safe and easy 1 2 3 4 5

Reception staff are polite and helpful 1 2 3 4 5

The waiting areas are clean and pleasant 1 2 3 4 5

The toilets are clean 1 2 3 4 5

**Getting an appointment**

The phone is answered by reception staff promptly 1 2 3 4 5

I can usually arrange an appointment for a time to suit me 1 2 3 4 5

Opening hours are about right 1 2 3 4 5

I can usually be seen on the same day for an urgent appointment 1 2 3 4 5

I can usually see a particular doctor I choose 1 2 3 4 5

can usually choose to see a female / male doctor if I request this 1 2 3 4 5

I am usually seen within ten minutes of my appointment time 1 2 3 4 5

I can usually get an appointment to see a nurse at a time that suits me 1 2 3 4 5

**Communication Skills**

I am usually treated by all staff at Greenridge Primary Care Centre politely and with respect

 1 2 3 4 5

Reception staff ensure my privacy is respected 1 2 3 4 5

 Reception staff treat me with respect 1 2 3 4 5

My doctor treats me with respect 1 2 3 4 5

My doctor listens to me 1 2 3 4 5

My doctor explains things to me in a way that I understand 1 2 3 4 5

I feel my doctor treats my worries seriously 1 2 3 4 5

My nurse treats me with respect 1 2 3 4 5

My nurse tells me what she will do and why 1 2 3 4 5

……………………………………………………………………………………………………………

Please feel free to make any suggestions below that you feel would be helpful to you or other patients when visiting the practice:

**Patient Survey Re sults**

**Comments:**

|  |
| --- |
| Why do we have to wait so long when coming in for an emergency appointment? Have to wait too long sometimes for routine appointments.  |
| Need a drinks machine in the waiting room |
| Don’t like telephone system and having to press buttons |
|   |

**Discussion following the Survey Patient Group Meeting 12th March 2014**

*(Extract from the minutes of this meeting)*

**2. Survey Results**

174 questionnaire’s were completed. Of these only 4 were completed on line which was disappointing. 40% of the questionnaires were completed by people over 65 which actually reflects the profile of the practice and predictable day to day activity. 61% of respondents were female. Martin asked whether this would be reflective of the whole list size. Fay suggested that our new Group facilitator should be able to find that answer for him. One notable improvement from the last survey is that patients are generally happier with the telephone access for appointments. The national survey results also demonstrate this (and were presented at this meeting). We believe that this is due to the telephone direct access for appointments and more widespread use of internet access for booking appointments.

Comments were made on forms and these were:

* Waiting times for emergency appointments – this was discussed at length and all agreed that this is something that would be very hard to improve on as each surgery runs at its own speed. Fay explained that we could extend the length of appointments but that would reduce the numbers of people that we could see and would still not guarantee a GP running late in the event of having to arrange hospital admission or visit a patient during clinic, things which do happen but which we cannot predict when they might happen.
* Drinks machine in the waiting area – this is something that we as a group have considered before but Fay reports that this is very expensive to run (i.e water machine) and leads to other issues around Health & Safety such as slippery floors due to spillage or infection control for example. Reception are happy to provide water to any one requesting this however.
* Telephone system – someone has commented that they don’t like the new system. On balance this was only one comment and the new system has now been running for over six months.

The group found the results of the survey hard to read as they are in black and white but the report was created in colour leading to difficulties in interpretation. Unfortunately the practice do not have a colour printer. Martin kindly offered to print off the surveys for the next meeting for further reflections.

**Agreed actions for 2014/15**

* For the newly appointed facilitator to continue to develop the group, have more effective communications and bring more action points to fruition.
* Continue to look to improve the automated system. Consider the addition of a call waiting system.
* To get a more varied response to the survey, put the survey on line for the whole year and advertise it continually. Put paper copies of the same survey out two or three times, at different times of the day throughout the year with view to attracting at least three times more responses.
* Continue to advertise 111 with explanations as to why its important to use this number as a first point of contact.
* Patient engagement – to continue to look at how we attract patients to this group. The practice has employed a half time member of staff to take over this group and put more time into its development.

**Practice Opening Times**

Monday 07:30 to 18:30

Tuesday 08:00 to 18:30

Wednesday 07:20 to 18:30

Thursday 08:00 to 18:30

Friday 08:00 to 18:30

Saturday 07:30 to 11:00

Out of Hours Service provided by Primecare

From 18:30 to 08:00 daily weekdays

From 11:00 to 08:00 Saturday to Monday.

Practice telephone line for patients 0121 465 8230

Address: 671 Yardley Wood Road, Billesley, Birmingham. B13 0HN

Report filed on our website [www.greenridgesurgery.co.uk](http://www.greenridgesurgery.co.uk)