

Morrill Street Group Practice

Patient Participation Group

First Year Report

Introduction

The Morrill Street Group Practice, Patient Participation Group was set up several years ago, although the group has met on a regular basis and have given us feedback on patient expectations, we felt that the process needed to be formalised and agreed to survey a large cross-section of our Practice population and now have pleasure in producing this first year report.

Profile

The aim of our PPG is that our members are representative of our Practice population. As it currently stands representation of the PPG is as follows;

Age Range	Total Number of Patients	% of Practice Population	Number of Members
0 - 14	2588	18.5	Excluded
15 - 24	1650	11.8	1
25 - 34	1983	14.2	
35 - 44	1946	13.9	1
45 - 54	2059	14.7	
55 - 64	1551	11.1	4
65 - 74	1211	8.7	2
75 - 84	697	5	
85 - 94	266	2	
95 - 104	11	0.1	
105+	0	0	
Total	13962	100	8

We have 4 male and 4 female representatives on our panel currently. All British or Mixed British.

It is acknowledged that there are gaps in the representation of our Practice population. We are continually advertising for new members within the surgery. We would welcome any new members at our meetings.

Survey

Our first patient survey was carried out at the Practice in January 2014. The aim was to try to ascertain the level of satisfaction with our current service from our patients. The questions on this survey were agreed by members of our Patient Participation Group as focus points.

Patients completed 422 surveys over a 2 week period within our Health Centre to give us the results below;

Please note that although 422 surveys were completed, some patients omitted to answer some of the questions.

Question 1 - In the past 6 months how easy have you found the following?	Haven't Tried %	Very Easy %	Fairly Easy %	Not Very Easy %	Not At All Easy %	Don't Know %
Getting through on the telephone	4.00	8.00	19.25	37.25	31.25	0.25
Speaking to a GP on the telephone	38.10	3.70	7.50	10.00	19.60	21.10
Speaking to a Nurse on the telephone	53.00	5.75	8.50	7.25	9.25	16.25
Obtaining test results by telephone	28.00	28.60	28.50	3.72	4.22	6.96

Question 2 - If you have tried to pre-book an appointment in the last 6 months, how easy did you find this?	Haven't Tried %	Very Easy %	Fairly Easy %	Not Very Easy %	Not At All Easy %	Don't Know %
	14.87	10.55	15.1	26.62	30.7	2.16

Question 3 - How easily are you able to book an appointment with the GP of your choice?	Haven't Tried %	Very Easy %	Fairly Easy %	Not Very Easy %	Not At All Easy %	Don't Know %
	18.56	4.9	13.4	25.5	35.31	2.33

Question 4 - The last time you saw a GP at the surgery how good was this GP at each of the following?	Very Good %	Good %	Neither Good Nor Poor %	Poor %	Very Poor %	N/A %
Giving you enough time	43.5	44.5	8.57	1.9	1.19	0.34
Asking about your symptoms	51	35.7	9.26	3.27	0.5	0.27
Listening	45.3	42.4	6.4	4.07	0.95	0.88
Explaining tests and treatment	44.3	38.4	10.5	2.7	0.73	3.37
Involving you in decisions about your care	39.8	39.3	11.3	2.13	2.6	4.87
Treating you with care and concern	42.8	41.8	11.5	1.84	0.78	1.28
Taking your problems seriously	41.68	42.1	12.53	1.2	0.5	1.99

Question 6 - How helpful do you find the receptionists at the surgery?	Very Helpful %	Fairly Helpful %	Not Very Helpful %	Not At All Helpful %
	57.56	36.09	4.39	1.96

Question 7 - In general how satisfied are you with the care you receive from the surgery?	Very Satisfied %	Fairly satisfied %	Neither Satisfied Nor Dissatisfied %	Quite Dissatisfied %	Very Dissatisfied %
	37.6	42.45	12.02	5.88	2.05

The PPG met on the 4th March 2014 to discuss the above survey results and agreed an action plan as follows;

Identified areas requiring some improvement.	Actions taken (summary)	Implementation Date	Actioner Name & Job Title
Getting through on the telephone	- The Practice has recruited new staff members to increase people answering the telephone calls as they come in. The Practice has had a period of time working on drastically reduced Reception/Admin staff and this has now been rectified.	Immediate	Business Manager
	- Due to the above, our switchboard operator was working through patients queries and this has now been stopped. We recognize a prompt reply and directing of the call makes a speedier response for the patient.	Immediate	Reception Manager
	- The use of online booking of prescriptions and appointments should free up some time taken with phone call requests.	Immediate	Deputy Manager
Speaking to a GP on the telephone	-		
Pre-booking an appointment	- Online booking has been activated allowing patients to book online up to 14 days in advance, giving patients more choice and independence.	Immediate	MSGP
	- GPs requiring patients to be reviewed have protected surgery time, which is additional to the exiting surgery time table.	Immediate	Partners
	- Pre-bookable slots now available to book for the next working day, as well as the 14 days in advance.	Immediate	MSGP
Booking an appointment with GP of choice	- We will endeavor to change the way we are working and have agreed that each GP will give dedicated surgery time for reviewing the patients they need to see again, rather than this being put on to 'normal' surgery time table.	Immediate	MSGP

	<ul style="list-style-type: none"> - Increased pre-bookable appointment slots and given an option to book the day before. - The Partners have reduced their annual leave for 2014 to try and give more surgery time back for the patients. 	<p>Immediate</p> <p>Immediate</p>	<p>MSGP</p> <p>Partners</p>
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Opening hours:

Morrill Street; Monday to Friday 8am – 6pm full reception service, telephones 8am-6.30pm.

Victoria Dock; Monday, Tuesday, Thursday and Friday 8am – 12.30pm and 1.30pm-6pm and
Wednesday 8am – 12.30pm (Closed Wednesday afternoon) full reception service.

Up until recently we closed across lunch on a Monday and Tuesday at our Morrill Street site and have now made the decision to open and offer a full reception cover 8am -6pm.