Annual Patient Survey Report 2013 – 2014

Practice Population 2013/2014 and Patient Group Population:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Practice population profile** |  | **Patient Group profile** |  | **Difference** |
| **Age** |  | **Age** |  | **Age** |
| Total Practice population number | 5184 |   |  |  | Total PRG population number | 83 |   |  |  |  |  |
| Under 16 | 702 | % Under 16 | **13.5%** |   | Under 16 | 1 | % Under 16 | **1.2%** |   | **-12.34%** |
| 17 - 24 | 416 | % 17 - 24 | **8.0%** |   | 17 - 24 | 3 | % 17 - 24 | **3.6%** |   | **-4.41%** |
| 25 - 34 | 340 | % 25 - 34 | **6.6%** |   | 25 - 34 | 2 | % 25 - 34 | **2.4%** |   | **-4.15%** |
| 35 - 44 | 487 | % 35 - 44 | **9.4%** |   | 35 - 44 | 2 | % 35 - 44 | **2.4%** |   | **-6.98%** |
| 45 - 54 | 723 | % 45 - 54 | **13.9%** |   | 45 - 54 | 3 | % 45 - 54 | **3.6%** |   | **-10.33%** |
| 55 - 64 | 764 | % 55 - 64 | **14.7%** |   | 55 - 64 | 6 | % 55 - 64 | **7.2%** |   | **-7.51%** |
| 65 - 74 | 827 | % 65 - 74 | **16.0%** |   | 65 - 74 | 47 | % 65 - 74 | **56.6%** |   | **40.67%** |
| 75 - 85 | 653 | % 75 - 85 | **12.6%** |   | 75 - 85 | 16 | % 75 - 85 | **19.3%** |   | **6.68%** |
| Over 85 | 272 | % Over 85 | **5.2%** |   | Over 85 | 3 | % Over 85 | **3.6%** |   | **-1.63%** |
|  |
| **Ethnicity** |  | **Ethnicity** |  | **Ethnicity** |
| Total Practice population number | 5184 |  |  |  | Total PRG population number | 83 |  |  |  |  |
| **White** |   | **White** |   |   | **White** |   | **White** |   |   |   |
| British Group | 4797 | % British Group | **92.5%** |   | British Group | 83 | % British Group | **100.0%** |   | **7.5%** |
| Irish | 1 | % Irish | **0.0%** |   | Irish |   | % Irish | **0.0%** |   | **0.0%** |
| **Mixed** |   | **Mixed** |  |   | **Mixed** |   | **Mixed** |  |   |  |
| White & Black Caribbean | 1 | % White & Black Caribbean | **0.0%** |   | White & Black Caribbean |   | % White & Black Caribbean | **0.0%** |   | **0.0%** |
| White & Black African | 4 | % White & Black African | **0.1%** |   | White & Black African |   | % White & Black African | **0.0%** |   | **-0.1%** |
| White & Asian | 51 | % White & Asian | **1.0%** |   | White & Asian |   | % White & Asian | **0.0%** |   | **-1.0%** |
| **Asian or Asian British** |   | **Asian or Asian British** |  |   | **Asian or Asian British** |   | **Asian or Asian British** |  |   |  |
| Indian | 22 | % Indian | **0.4%** |   | Indian |   | % Indian | **0.0%** |   | **-0.4%** |
| Pakistani | 6 | % Pakistani | **0.1%** |   | Pakistani |   | % Pakistani | **0.0%** |   | **-0.1%** |
| Nepalese | 0 | % Nepalese | **0.0%** |   | Nepalese |   | % Nepalese | **0.0%** |   | **0.0%** |
| Bangladeshi | 2 | % Bangladeshi | **0.0%** |   | Bangladeshi |   | % Bangladeshi | **0.0%** |   | **0.0%** |
| **Black or Black British** |   | **Black or Black British** |  |   | **Black or Black British** |   | **Black or Black British** |  |   |  |
| Caribbean | 0 | % Caribbean | **0.0%** |   | Caribbean |   | % Caribbean | **0.0%** |   | **0.0%** |
| African | 1 | % African | **0.0%** |   | African |   | % African | **0.0%** |   | **0.0%** |
| **Chinese or other ethnic group** |   | **Chinese or other ethnic group** |  |   | **Chinese or other ethnic group** |   | **Chinese or other ethnic group** |  |   |  |
| Chinese | 12 | % Chinese | **0.2%** |   | Chinese |   | % Chinese | **0.0%** |   | **-0.2%** |
| Any Other | 0 | % Any Other | **0.0%** |   | Any Other |   | % Any Other | **0.0%** |   | **0.0%** |
|   |
| **Gender** |  | **Gender** |  | **Gender** |
| Number of Males | 2417 | % of Males | **46.6%** |   | % Male | 28 | Number of Males | **33.7%** |   | **-12.9%** |
| Number of Females | 2795 | % of Females | **53.9%** |   | % Female | 55 | Number of Females | **66.3%** |   | **12.3%** |

2012/2013 Practice Registered Patient Group Profile:





Our Patient Group grew slightly during 2013/2014, 8 more members joined, still from one Ethnic Group. We advertised our virtual Patient Group via Posters in the Waiting Room, as well as on our Website. During our Flu Clinic in October 2013 we tried to recruit more members.

**Patient Survey**

We wanted to ask the right questions in our Annual Patient Survey, so we distributed a form to our Patient Group to get their views, opinions and priorities on which questions we should include (this was following on from the Flu Clinic and included the process, any questions they may have about a virtual Patient Group):

Which of the following areas should we focus on (please tick all that apply)

|  |  |
| --- | --- |
| Getting an appointment | 14 |
| Clinical careTelephone answering and access | 12 |
| Waiting room facilities | 6 |
| Customer service | 4 |
| Time keeping | 10 |
| Patient information | 7 |
| Opening times | 7 |
| Quarterly Newsletter | 8 |
| Parking | 6 |
| Length of Appointment times | 8 |
| Any other comments |  |

We received twenty three completed forms; please see below for a breakdown of the results;

Male = 11

Female = 12

Age 16 or under = 0

17 to 24 = 0

25 to 34 = 1

35 to 44 = 1

45 to 54 = 1

55 to 64 = 2

65 to 74 = 14

75 to 84 = 3

Over 84 = 0

Did not answer = 1

British = 21

White Other = 1

Did not answer = 1

We prepared our own survey for 2013/14 based on the answers as above (highlighted red).

The survey was carried out for two weeks, from Monday 20th January 2014 to Friday 31st January 2014 inclusive. The survey was handed to our patients; however we also sent the survey to our virtual Patient Group. We handed out 200 surveys

Results – 181 completed surveys was received (Age, gender and Ethnic Background within the results)

**Action Plan**

We collated the results of the survey and displayed them in our Waiting Room.

On Tuesday 11th February the Partners and Practice Manager met to discuss the results and devised a draft Action Plan to address any issues outstanding. The Action Plan was then sent to the virtual Patient Group, along with the Results, any comments were requested by 24th February 2014.

The Apples Medical Centre Annual Patient Survey – ACTION PLAN 2013/2014

The Results of the Patients Survey and proposed Actioned Plan was discussed with the Partners at our weekly meeting, Tuesday 11th February 2014. Please see points and actions below:

|  |  |  |
| --- | --- | --- |
| **You said…** | **We did…** | **The result is...** |
| Of the Patients surveyed 34% of you thought that a quarterly Newsletter was a good idea. | Discussed with the Partners, how, when, who would action this Newsletter. | It was agreed that the Practice Manager would take on this role. The first Newsletter will be distributed to the Patient Group via email, it will also be published on the Website and in paper form in the waiting room – a notice will be put in the Waiting Room to inform patients of the Newsletter and where to locate it. Date of the first Newsletter 1st July 2014 (first quarter of the new financial year) |
| High percentage of you would find a Self Service check in monitor really useful | The Reception and Dispensary can be very busy at certain periods, dealing with a variety of questions, for the patients who would be happy to use the Self Service Check this would help speed up the process | Work in Progress – we would like to have the Self – Service check in monitor by July 1st 2014  |
| 60% of you thought that our standard of decor inside the surgery is good and 74% of you thought that our general presentation of the surgery outside was good! | Discussed at length of how we can keep this at a high percentage – some points were raised that the surgery is dark, old and that we still have car parking issues. | We are currently receiving quotes to have some offices re-painted along with the wood outside of the building. We will look into having some new lighting to brighten the waiting room area. We have continued with our staff parking in the car park opposite the surgery. This is ongoing process. |
| New Computer System, knock on effect! Mixed results, 28% yes, 45% no, 22% maybe | As of 1st October 2013 we changed our clinical computer system, we tried to do this with the minimum of disruption to our patients, we wanted to know if this had a knock on effect.  | We are aware that there was many teething problems i.e. booking online, ordering prescriptions; we have tried to rectify this as quickly as possible. Thank you for your patience. |
| Our Website – 51% no answers, many of you are not aware of our Website. | At present we are in discussions with regards to upgrading our online services to you. | We would like more patients to be aware of our Website, we plan on putting up notices/posters in the Waiting Room advertising our Website – action date 1st March 2014 – We are also planning on having a new modern and hopefully easier Website - Work in process, action date by mid-Summer 2014 |
| 15 minutes appointment slots – 46% agreed that they would prefer to have 15 min slots | At the start of this year Dr Lewis changed his morning appointments from 10 mins to 15 mins, still seeing the same amount of patients | Dr Morris and Dr Griffiths would also like to have 15 mins consultation time – action date 1st April 2014 |

 A few replies were received and replied to by the Practice Manager – please see a selection of comments received:

* Please that Patient consultation has increased as well as communications i.e. Newsletter, makes us feel worth and ‘heard’
* Agree with the self-service check in, it will free up reception staff for more important jobs
* Disagree with the idea of having a Newsletter, it’s a good idea in practice but may take up too much time
* Quarterly Newsletter excellent idea
* Happy with self-service check in
* Décor, the waiting area needs brightening up
* 15 mins slots very useful