

GIFFARD DRIVE SURGERY

www.giffarddrivesurgery.co.uk

Practice Report on Patient Participation DES 2011 to 2013



YEAR 2 REPORT

YEAR 2 Report

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Introduction

Giffard Drive Surgery is participating in a national two year project to collate information and feedback from our patients. The Report for the work undertaken from April 2011 to March 2012 is already available and has been published on our website. **This is the Report for the work undertaken from April 2012 to March 2013.**

You are able to read the full survey results for last year's report on our website (under the Practice reports July 2011 and March 2012). This year we have combined the two reports within this one document.

The Practice already has in existence a Patient Participation Group (PPG - face to face group) in the form of the *Giffard Drive Patients Group*. This group was established in January 2001 and has worked tirelessly to help the Practice find out what its patients need and want from their GP surgery. The members of the *Giffard Drive Patients Group* often help find out the views of their fellow patients through face-to-face surveys carried out in the waiting room and talking to patients about their wishes for the surgery. The Patient Group are also an integral part of our annual Flu Clinic team, providing refreshments and support for the patients attending these clinics.

We are very sorry to report that one of the most enthusiastic members of our Patient Group – Mrs Maggie Hall, died unexpectedly in January 2013. Mrs Hall was a founder member of the Group; working as Chairman for many years and was voted in as the Vice Chairman from April 2011. She worked tirelessly for the Patient Group and for the benefit of the patients of the Surgery. Mrs Hall will be sorely missed by both the Patient Group and the Surgery Team.

Many of you will have bought raffle tickets for our Christmas and Easter raffles, held by the Patient Group to raise money to help benefit the Patients of Giffard Drive Surgery. To date the Patient Group has raised over £10,000 with your help, and the following is a list of some of the equipment they have purchased with this money for the use of patients at Giffard Drive Surgery:

- Freestanding Blood Pressure Monitor in Waiting Room
- Nebulisers for loaning to patients
- A Dermascope to diagnose skin conditions and lesions
- An electric patient couch in the Nurses' Treatment Room
- Patient chairs
- Music System for the Waiting Room
- Patient Information Screen for the Waiting Room

In addition to the PPG, the Practice also set up a Patient Reference Group (PRG – Virtual Group) in 2011 and has been recruiting to both these Groups throughout the past three years.

We invite all of our patients to give feedback via this virtual group and we consider you to all be members of the PRG already. In order to ensure your views are heard, simply complete a membership form either via our Surgery website at www.giffarddrivesurgery.co.uk or complete a form available from Reception to make sure that you are contacted directly each time a survey is ready for you to complete. All patients can take part in the surveys at any time as you will see them published on our website as well as in the waiting room.

The *Giffard Drive Patients Group* (PPG) meets about once every two months at the Practice, and the meeting dates are publicised on our information screen at Reception. The Virtual Group (PRG) receive annual surveys from the Practice via email, post or can access copies in the waiting room and a link that can be accessed via our website at www.giffarddrivesurgery.co.uk

The results of the surveys are shared with all of our patients using a variety of media including our Practice website, notice boards in the Surgery and email updates.

It is important to be clear at this stage of the structure of the groups which are as follows:

The Patient Reference Group (**PRG**) is a virtual group. The PRG responds to Practice surveys and actively helps us with two-way communication on ideas about how to improve our services and understand patient priorities and issues.

The Patient Participation Group (**PPG**) is a committee of patients who meet at the Practice regularly to support the Practice with patient communication, service development and to collate and interpret PRG feedback and play an active part in survey design and results. Should any patient wish to join this group, please leave your details with the Practice Manager and the Group's Chairman will contact you.

The project incorporates the plan detailed below:

**Giffard Drive Surgery Practice Report on
Patient Participation DES 2011 to 2013**

Year 1		Date achieved	Date planned
Step 1	Establishment of a Patient Participation Group (PPG)	Winter 2001	
	Establishment of a Patient Reference Group (PRG)	Autumn 2011	
Step 2	Discuss and prioritise areas of interest to be raised with the PRG (via pre-survey to current PPG group) and further meetings with PPG to collate results and agree subjects and questions for future surveys	Summer 2011	
Step 3	Views collated through first local survey	January 2011	
Step 4	Results of survey discussed with PPG & PRG	February 2012	
Step 5	Action plan in response to survey results agreed with PPG & PRG (as required)	March 2012	
Step 6	Report publicised and copy sent to PCT	March 2012	
Year 2			
Step 1	PPG and PRG already established – with on-going PRG recruitment throughout the year	See Year 1	
Step 2	Agreement of areas of priority with PRG & PPG	Summer 2012 December 2012	
Step 3	Views collated through second local survey	January - February 2013	
Step 4	Results of survey discussed with PRG & PPG	March 2013	
Step 5	Action plan in response to survey results agreed with PPG & PRG (as required)	March 2013	
Step 6	Report publicised and available on our website	March 2013	

Giffard Drive Surgery encourages patients to make their views and opinions on the services the Surgery provides known and the best way to do this is to join either one of these Patient Groups. If you do not have the time to give to a meeting every two months, we would ask you to join our virtual group in order to help us best determine the future of YOUR Practice and the services we can provide for you.

The *Giffard Drive Patients Group* (PPG) meets regularly at the Practice, and the meeting dates are publicised on our information screen at Reception. Should any patient wish to join this group, please leave your details with the Practice Manager and the Group's Chairman will contact you.

To join the Patient Reference Group (the Virtual Group (PRG)) simply complete a membership form either via our Surgery website at www.giffarddrivesurgery.co.uk or complete a form available from Reception to make sure that you are contacted directly each time a survey is ready for you to complete.

*CUF, Giffard Drive Surgery
March 2013*

Step 1

Develop a structure that gains the views of patients and enables feedback – Patient Reference Group (PRG)

As detailed in last year's report, Giffard Drive Surgery has had a website in place for a number of years at www.giffarddrivesurgery.co.uk, and already has a strong patient participation group (PPG) (known as the *Giffard Drive Patients Group*), in existence as well as a Patient Reference Group (PRG) (started in 2011).

- The PPG was set up in January 2001 and has been meeting every 2-3 months since that time. We currently have around 12 patients on our PPG, with an AGM being held every April, during which the posts of Chair; Vice-Chair, Treasurer and Secretary are nominated and voted in. The PPG consists of a range of patients; both retired and working, with an approximately 60:40 split between male and female patients aged between 34 years and 89 years. Some of these patients have chronic conditions and are aware of the work involved in providing good patient care for as many people as possible.
- The PRG work began in August/September 2011, and continued throughout the whole of 2012-2013 with a concerted effort being made to speak to as many patients as possible encouraging them to join the PRG.
- It has been noticed that despite continued efforts made by Practice Staff and members of the Patient Participation Group encouraging patients to join the PRG ("Virtual" Patient Reference Group), recruitment has not been as positive as in the first year.
- We have been advised that we cannot simply send out surveys to those patients who already access our website to order prescriptions online, as this would be classified as sending out unsolicited mail and would fall foul of the Data Protection Act (and under the patient confidentiality guidelines), i.e. we are using our knowledge of the patients email address through their prescription requests to ask them about unrelated matters.

The DES requires the practice to develop a structure that gains the views of patients and enables feedback to take place as per the project plan. This development is laid out in the report that follows.

The Practice Profile

For its size, the Practice profile of patients is very consistent. We have just over 8,300 patients and for this exercise we have used several tools to understand our Practice profile including: technical searches using our EMIS LV computer system, GP partner feedback, GMS statement Correction Factor Reports as well as the information collected from the PPG/PRG pre-survey and sign-up forms.

As a Practice we make every effort to gain as much information about our patients as possible so that we can understand their needs and requirements. Information is requested when registering a new patient, on booking appointments as well as through feedback requests via patient surveys, comments box and a website feedback page.

Demographic and patient profile information as at January 2013

- Male patients – 4138
- Female patients – 4163

The age break down of these patients is very close throughout all age groups until the top group of aged 75+ and over where we have 323 women and only 222 men.

The average distance to the Practice from patient residences is just 1.5 km.

The Practice has a number of patients in residential and nursing home accommodation, currently totalling 13.

As a Practice, we have attempted to include as many different target groups as possible, including those with chronic diseases, such as Diabetes; COPD; those with learning disabilities and we ensure that these patients (and their carers) are included in searches as part of our target groups. We also ask the Midwives to encourage our pregnant patients (we can boast approximately 100 births per annum) to join our PRG.

- We enclose PRG application forms with the majority of the letters sent out by the Practice to patients inviting them to come in for blood tests; reviews for their chronic diseases, medication reviews; and any other type of communication (where it is felt that the inclusion of the recruitment form is appropriate).
- Application forms for the PRG are available in the waiting room and notices are up both as hard copies in the waiting room and on the rolling information screen to be found in our waiting room inviting patients to join.
- Receptionists; Nurses and GPs have been trained to encourage patients to join the PRG and explain the process for this.

GP feedback from our Partners, salaried GPs and GP Registrars has also been collated over recent months. Discussion has taken place during Practice meetings to identify our Practice profile and it has been agreed that currently our ethnic minorities and “at risk” groups are comparatively very low.

We do, however, have a growing Nepalese population (with around 20-25 new Nepalese patients registering with the Practice every month. We continue to make improved efforts to engage with this section of our patient population and are talking to leaders within the Nepalese Community on how best to do this. We are working in conjunction with other local surgeries who also have a growing Nepalese patient population and are developing appropriate patient pathways for this group of patients.

As stated in last year’s report, *“we have already taken part in a Skype Translation project initiated by Hampshire County Council. As part of this project we held joint clinics with Nepalese students (specially trained & checked for their suitability working with patients) based in Southampton via a Laptop Computer using the Skype face to face communication programme to enable our GPs to speak to those Nepalese patients with little or no English via the on-line interpreter. Both the patients and the GPs involved found this a very useful communication tool, although very time-consuming (each appointment taking around 30 minutes!). This Project won an NHS Technology & Innovations Achievement Award and was praised highly. We are in further discussions with the project co-ordinator to ascertain if it can be used as a regular tool within the Practice”*. Following in-depth discussions, it was agreed that it would be easier for patients to have access to interpreting help onsite at the Surgery and to this end we have been successful in recruiting a Nepalese speaking member of staff who aids the GPs and Nurses with interpreting skills when necessary.

Although encouraged to do so, many patients are not keen to share their ethnicity with the Practice, despite being asked to do so on their New Patient Registration Forms when joining the Practice and also on many other opportunities when completing survey feedback forms within the Practice.

The methods used to invite members to join the PRG

- Practice Website – www.giffarddrivesurgery.co.uk
- Notes on the bottom of repeat prescriptions
- Patient rolling information screen in waiting room
- Within the new patient registration pack handed out when a new patient registers with the Practice.
- We enclose PRG application forms with the majority of the letters sent out by the Practice to patients inviting them to come in for blood tests; reviews for their chronic diseases, medication reviews; and any other type of communication (where it is felt that the inclusion of the recruitment form is appropriate).
- Application forms for the PRG are available in the waiting room and notices are up both as hard copies in the waiting room and on the rolling information screen to be found in our waiting room inviting patients to join.

- Receptionists; Nurses and GPs have been trained to encouraged patients to join the PRG and explain the process for this.
- Midwives, DNs, Health Visitors and other associated Practice staff are also asked to encourage the patients to join the PRG.

Size and establishment of the PRG

Continuing our campaign started in 2011 to sign up members to the PRG, we now have 33 patients formally signed up to the group by December 2012. (compared to 27 in December 2011). This represents just under 0.4% of our total Practice list. Of all the members who completed a membership form, most confirmed their email address, gender, age (or date of birth) and ethnicity.

The male : female split of this group is 36% : 64%.

A total breakdown of the PRG demographic is provided at Page 11 of this Report.

A total of 322 surveys were completed this year (both via the website and as hard copy responses). This means the PRG membership, counting those patients who formally signed up and those who responded by returning a paper copy of the survey to the Surgery, represents around 3.9% of our total Practice list.

These methods of invitation and communication have continued throughout the two years this project has been running, with the information on the screens, in leaflets etc. being updated as necessary.

The response to PRG membership, it is felt, is quite representative of our overall Practice population, although extra efforts will be made to try and recruit some younger members and those of a different ethnic background (especially some from the Nepalese Community).

Some patients are less keen to use PCs or internet based communications. With this in mind the Practice offers all of the patient material in paper form and patients are offered details and communications to be sent to them by post or to collect from the waiting room or main reception.

All of our communications media are on-going with all PRG information, website pages and notice boards being updated and circulated on a continuing basis.

Step 2

Agree areas of priority with your PRG

The existing Practice PPG agreed to continue to support the Practice in creating PRG surveys, advising on questions and collating and interpreting the results as required.

The feedback from the pre-survey of the 2011-12 report was used as a starting point for this year's survey questions. Ideas were also generated from:

- PPG meetings held at the Practice in the Spring & Summer of 2012 (30th April; 27th July 2012)
- GP Partners' feedback following Practice meetings asking for ideas on this subject
- A management review of prominent topics within complaints and comments received at the Practice over the past year
- Staff feedback following staff meetings asking for ideas on this subject.
- Advice and ideas generated from staff, the GP partners and the patient group
- National GPAQ Survey website and other Patient Participation DES survey informed professionals

In addition to the other engagement efforts being made, the Practice Manager and Office Manager and members of the PPG talked directly with patients in the waiting room on many occasions.

Following analysis of the questions raised from the sources mentioned above, it was agreed with the PPG to discover how the patients of Giffard Drive Surgery felt about the use of electronic communications and information from the Surgery. This would include questions about accessing prescriptions online, as well as the subject of receiving electronic appointment reminders. We also felt this would be an opportunity to find out how patients actually felt about the DoH proposed plans to widen electronic access for patients.

This would also be a useful way of assessing how many patients within our Surgery use the internet and are aware of our website and other means of electronic information.

The main questions we decided to ask in this year's survey can be grouped under the following headings:

- Electronic Appointment Reminders
- Online Repeat Prescription Ordering
- Information about Giffard Drive Surgery Website - www.giffarddrivesurgery.co.uk
- Information about Giffard Drive Surgery Twitter account - [@GDSurgery](https://twitter.com/GDSurgery)
- Comments on how to improve electronic access for patients

These questions were discussed at length with the PPG at their meeting on 15 October 2012 and finalised at the meeting held on 17 December 2012; it was agreed the 2012-13 survey would concentrate on these main points.

*CUF, Giffard Drive Surgery
March 2013*

Step 3***Collate the views through the use of a survey******3.1 - The method used for the survey, the date the survey was issued and the period in which feedback took place***

Following agreement of the PPG with the aims of the survey, similar methods to the previous year were used to design and layout the survey. This year we utilised the software available within our website to develop the survey and make it available to patients online, as well as in hard copy in our waiting room.

The planning stage for the design and layout of the full survey (as part of Step 3) was started with the Practice Manager and Office Manager utilising the knowledge they have gained at the seminars attended during the past year on this subject, and also using sample questions compiled by professionals and available on the internet (such as from the NHS Coventry website).

In mid-December a draft of the second full PRG survey was circulated to the Practice PPG for consideration and further discussion by email prior to a second draft being discussed at an ad-hoc PPG Meeting held at the Practice on 17 December 2012 (after the Christmas Draw for the Patient Group Raffle).

As mentioned previously in this report - We have been advised that we cannot simply send out surveys to those patients who already access our website to order prescriptions online, as this would be classified as sending out unsolicited mail and would fall foul of the Data Protection Act (and under the patient confidentiality guidelines), i.e. we are using our knowledge of the patients email address through their prescription requests to ask them about unrelated matters.

This advice resulted in us initiating an extended manual survey gathering exercising; asking as many patients as possible in the waiting room between January 2013 and March 2013 to complete our survey by hand. The invitations to participate in the survey were also sent out to our existing PPG and PRG members via email, asking them to go onto our website and complete the survey electronically.

The following project plan was agreed with the PPG:

- To circulate the survey for the period of 8-10 weeks as this would “catch” the patients coming into the Surgery for bi-monthly repeat prescriptions, as compared to the 4-6 weeks’ timeframe during the last survey collection period.
- It was agreed to use the online survey functionality available within the Practice’s website; however, some PPG members continued to feel that this was slightly impersonal, so a hard copy simple tick-box survey was also used to capture patients’ views.
- The survey was to be distributed from 2nd January 2013 to 10th March 2013 inclusive.

3.2 - The method and rationale used to agree to the questions (these should reflect the areas of priority agreed with the PRG), also the date and how the practice demonstrated to the PRG that the methodology chosen to support the survey was credible

The questions were designed to answer specific areas of interest raised following feedback meetings with the PPG and Practice Staff members, as well as after canvassing the views of patients within the waiting room. These were in particular the areas of:

- Electronic Appointment Reminders
- Online Repeat Prescription Ordering
- Information about Giffard Drive Surgery Website
- Information about Giffard Drive Surgery Twitter account
- Comments on how to improve electronic access for patients

The detailed questions to be asked on this survey were discussed with the Giffard Drive Patient Group at their meeting on 15 October 2012 and refined using sample questions available from professional patient survey organisations such as:

- Ipsos Mori GP Patient Survey;
- NHS In Patient Questionnaire. Picker Institute Europe

- The National Survey of NHS Patients, National Centre of Social Research
- The General Practice assessment Questionnaire
- Fr3dom Health, Fr3dom Health Ltd
- NHS Patient Feedback survey

These were then agreed and finalised at the PPG meeting on 17 December 2012.

3.3 - Survey results - An analysis of the number of patients surveyed and the number of responses together with the themes emerging from patient feedback

Giffard Drive Surgery currently has 33 patients on its PRG which is 0.4% of its total patient population. This is a lower number than last year, as we are no longer permitted to include those patients who access our online repeat prescription service, without these patients specifically agreeing to become members of the PRG & completing the relevant sign-up forms; hence our increased efforts in asking patients in the waiting room to complete the survey. As the survey was available for completion for a longer period this year, we had a total of 322 responses (from both the PRG and ad hoc PRG patient members - i.e. those approached directly in the waiting room); which represents 3.9% of our total patient population. The Survey was available in the Surgery for completion there and then, or to take away and return within the specified time-frame of ten (10) weeks from beginning to end of the survey period (2nd January 2013 to 10th March 2013); as well as being emailed to the PRG members and also being available on our website. All 33 patients were emailed with the survey; however, a total of 75 patients responded via email, whereas 247 completed a paper survey, either whilst in the Practice or at home and returning this to the Practice (via post or personally); bringing the total responses to 322 (representing 100% of the registered PRG, or a 3.9% of the actual patient population of the Practice). A 30% response rate is seen as a fair representation within the NHS survey standards.

The PPG agreed to help us upload the survey results onto the website, and during this exercise a member of the Patient Participation Group collected the hard copy surveys completed throughout the week and uploaded them onto our website using a Practice PC one afternoon each week. This meant that the survey results were being uploaded in a timely manner and developing trends in the survey responses could be analysed on a weekly basis during February/March 2013. It also enabled us to be able to target specific groups of patients to respond to the survey the following week (such as attempting to encourage more Nepalese patients to complete the survey).

The survey had a total of twelve (12) questions. Eight (8) of these questions relate to the themes agreed by the PPG and PRG and the remaining four (4) relate to the demographic profile of the survey respondents. We asked patients to complete three (3) comment fields – the first of which will not be published, as this related to providing us with their mobile telephone number in order to facilitate patient usage of the appointment text reminder service provided by the Surgery. The second of these comment fields was asking patients to give us their views on how to improve electronic access for our patients and the third comment field, at the end of the survey, simply asked patients for any other comments they would like to make about their GP Practice. The responses to these questions are analysed over the following pages. Step 4 will discuss the findings and identify areas for change.

The 4 questions relating to the patient demographic profile of our survey respondents show a fairly equal spread of patient types with regards to their age (see page 11 onwards of this report), although the gender split showed that the responses were 2 women to every man (67% women compared to 32% of men responding). We have a predominantly white population in this locality, with a 90% response from this group, and our highest ethnicity being the Nepalese population (4%). Half of those patients who completed the survey said they occasionally (49%) used the Surgery and 18% stated they rarely used the Surgery, with 31% stating they come to the Practice regularly.

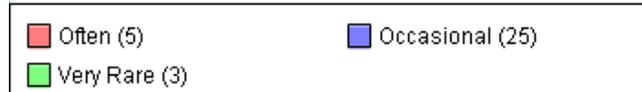
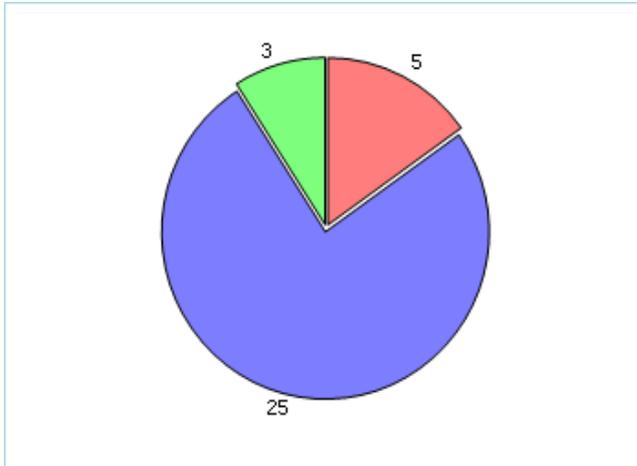
Giffard Drive Surgery - Patient Survey Results -2012-13

PPG & Survey Results Report - Patient Reference Group

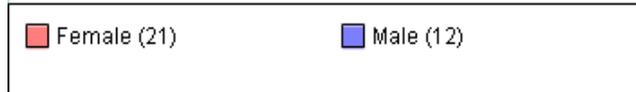
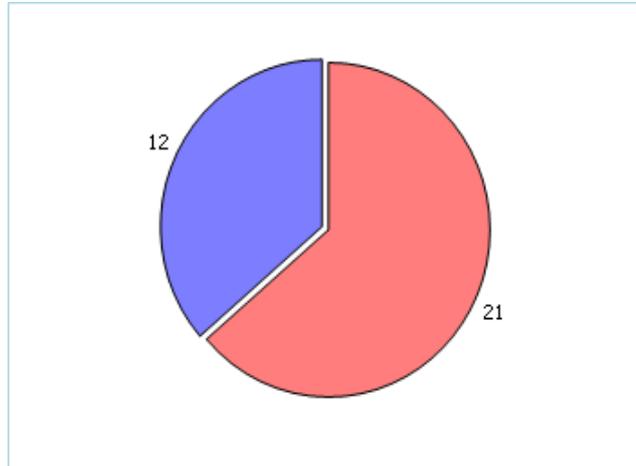
The patient group comprises 33 members

Distribution Details

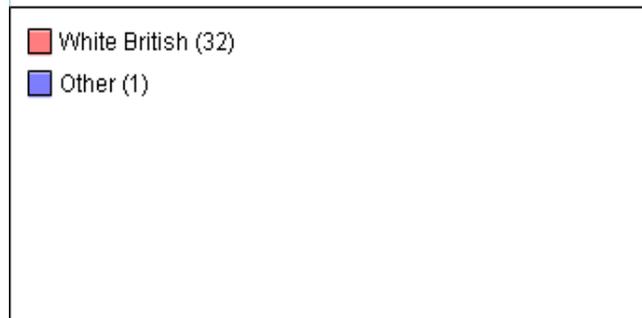
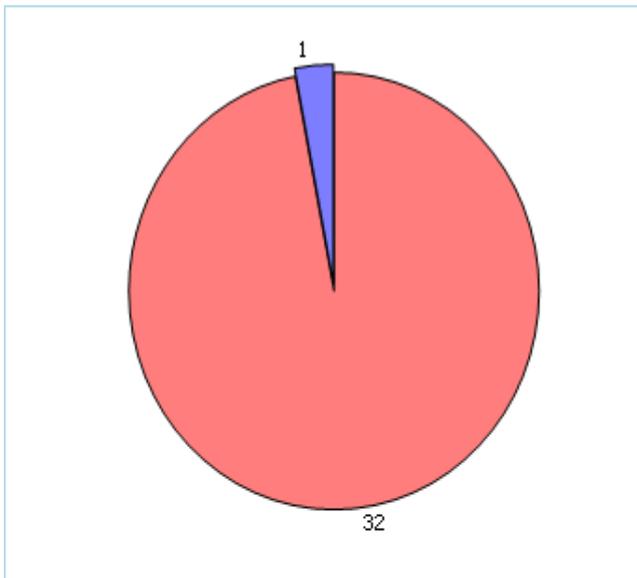
Attendance



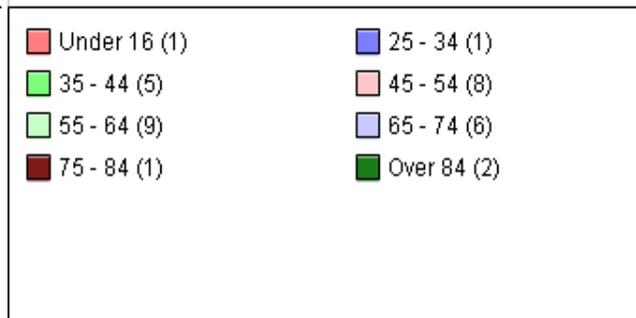
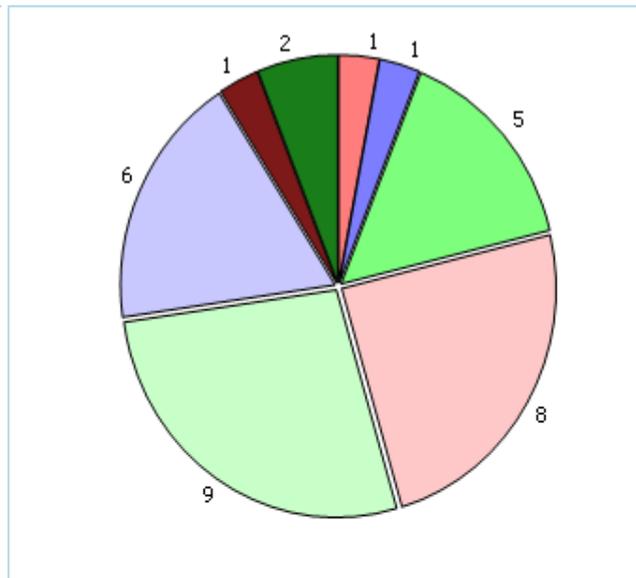
Gender



Ethnicity



Age



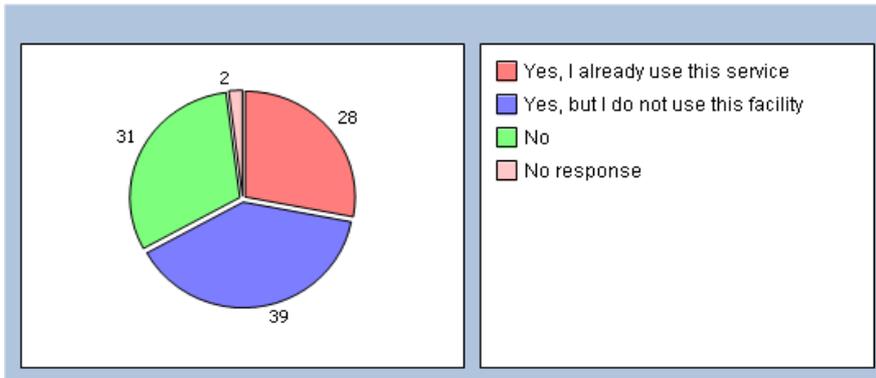
Survey Results

Giffard Drive Surgery Patient Survey 2012-13

Number of Responses: **322**

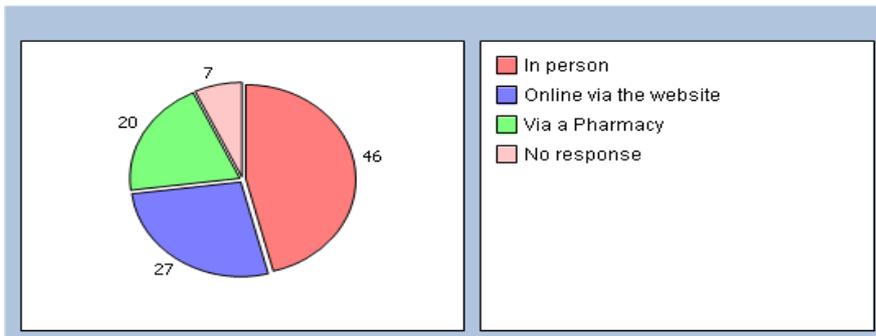
Q1. Do you know we can send you an appointment reminder to your mobile phone?
(you need to inform us of your mobile phone number in order to use this facility)

Yes, I already use this service 28%
 Yes, but I do not use this facility 39%
 No 31%
 No response 2%



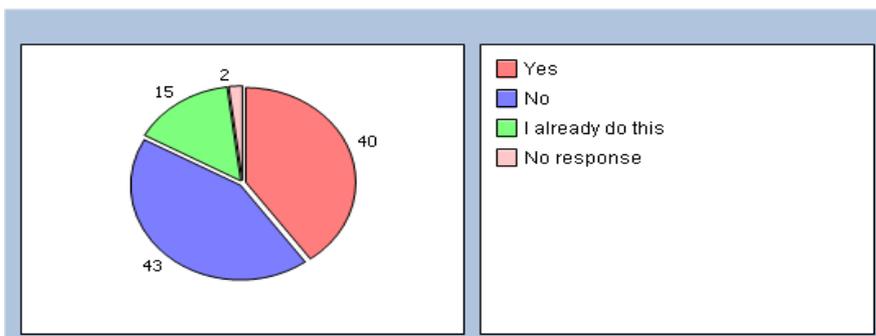
Q2. How do you normally order your repeat prescription?

In person 46%
 Online via the website 27%
 Via a Pharmacy 20%
 By post (with SAE) 0%
 No response 7%



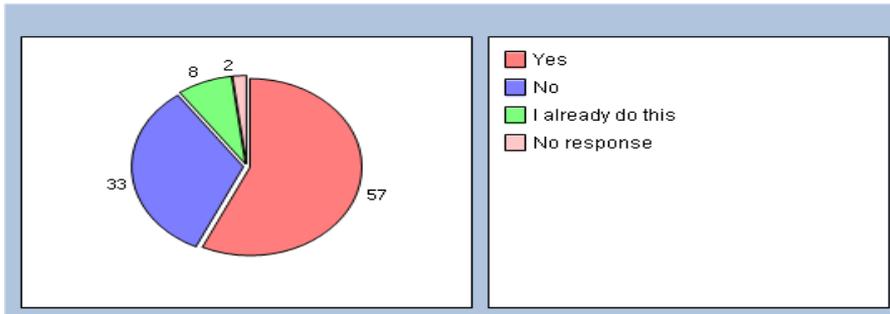
Q3. Were you aware that you can order repeat prescriptions online via our website?

Yes 40%
 No 43%
 I already do this 15%
 No response 2%



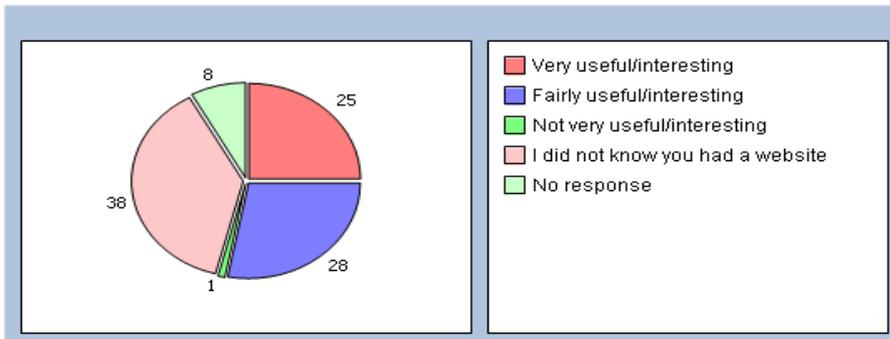
Q4. Were you aware that you can to order repeat prescriptions via a Pharmacy?

Yes	57%
No	33%
I already do this	8%
No response	2%



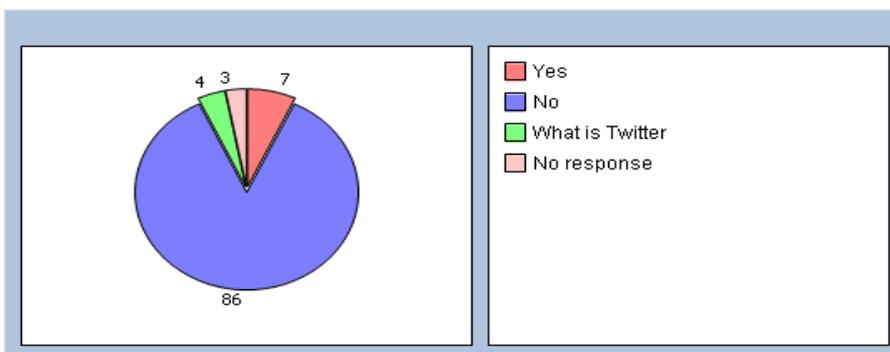
Q5. How useful or interesting do you find our website - www.giffarddrivesurgery.co.uk ?

Very useful/interesting	25%
Fairly useful/interesting	28%
Not very useful/interesting	1%
I did not know you had a website	38%
No response	8%



Q6. Do you know we have a Twitter Account - [@GDSurgery](https://twitter.com/GDSurgery) ?

Yes	7%
No	86%
What is Twitter	4%
No response	3%



Q7. Do you have any comment on how we can improve electronic access for our patients?

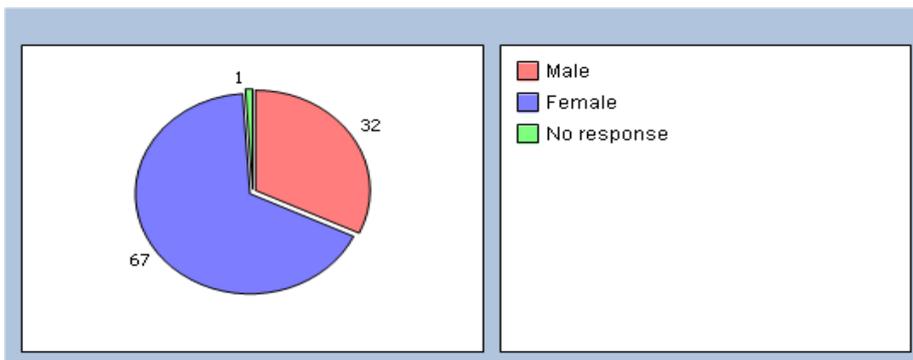
We received a total of 24 comments to this question, which can be broken down as follows:

- Requesting an online non-urgent appointment booking system 21%
- No improvement necessary; do not require further electronic access 54%
- Comments about online prescription ordering service 4%
- "Use of Personal email" or introduce "Doctor Chat Service" 8%
- Non-specific - Amusing comments; (e.g. fit everyone with a USB lead!) 12%

To help us analyse your answers please tell us a few things about yourself:

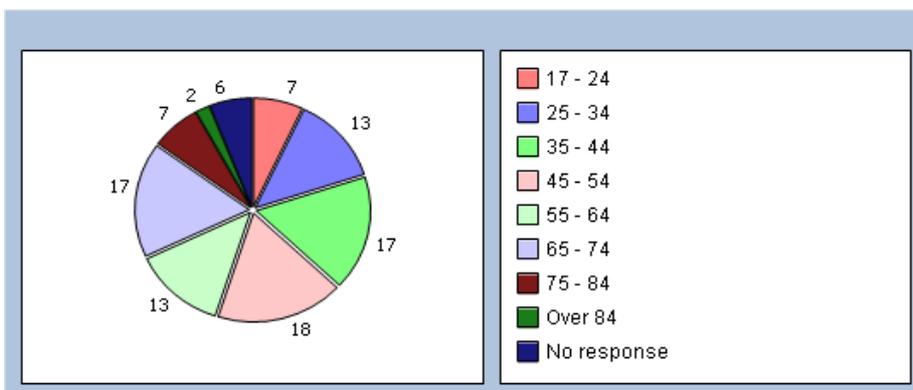
Are you male or female?

Male	32%
Female	67%
No response	1%



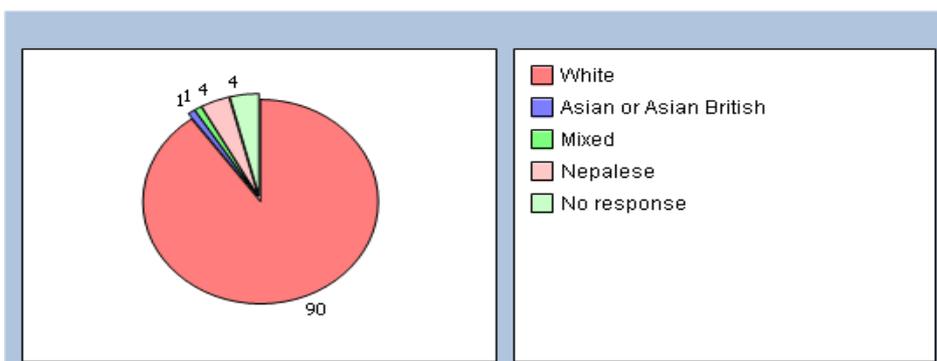
What age are you?

Under 16	0%
17 - 24	7%
25 - 34	13%
35 - 44	17%
45 - 54	13%
65 - 74	17%
75 - 84	7%
Over 84	2%
No response	6%



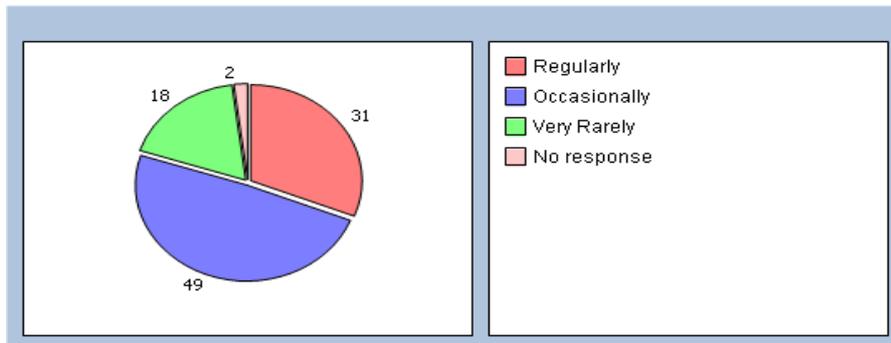
What is the ethnic background with which you most identify?

White	90%
Black or Black British	0%
Asian or Asian British	1%
Mixed	1%
Chinese	0%
Nepalese	4%
Other ethnic group	0%
No response	4%



How would you describe how often you come to the practice?

Regularly	31%
Occasionally	49%
Very Rarely	18%
No response	2%

**Finally, please add any other comments you would like to make about your GP practice:**

The main feedback as to satisfaction with the service confirmed that the majority of patients were happy overall with the Practice's service, with a total of 83 comments being made under the final comments questions, 78 of which were extremely positive, only two (2) of which were negative about a particular member of staff (not named), and three (3) commenting that the waiting time for an appointment is too long (both to make one and actually waiting to see the clinician).

Not all patients who completed the survey filled in the comments field(s).

Statistically this means that just under **95%** of our patients are **extremely happy** with the service they receive at Giffard Drive Surgery.

Some of the comments received are mentioned below:

1. Very pleased with the service provided and appreciative of the efforts made by my doctor
2. A very good service never had problems.
3. All staff very kind and helpful.
4. Always found to be extremely helpful.
5. Always good to make an appointment when you need, or for Doctor ringing, very happy with this practice.
6. As a deaf person, I find you are always helpful and understanding....
7. Excellent practice.
8. Excellent service always.
9. excellent service, thank you
10. Excellent... Very helpful & always takes time both nurses and doctors, I never feel rushed or silly about my questions/problems.
11. Friendly and helpful.
12. Friendly and informative and helpful.
13. Friendly staff, always easy to make an appointment. Busy modern practice with clearly well trained staff.
14. Friendly staff, nice surgery
15. Good Service
16. Good Surgery
17. GP always helpful to us, always listens to us.
18. Great GP - Dr xxx and great nurse especially Nurse xxx.
19. Great Surgery thank you.
20. Have no problems with the practice, very helpful.
21. I am always very satisfied with the surgery.
22. I am very pleased with the service I receive from the Practice. My GP is excellent and staff/nurses very professional.
23. I can't fault the practice or any members of staff, all are helpful, friendly and approachable and I count myself lucky to be a patient here.
24. I find everyone at the surgery, friendly, helpful and courteous, with a willingness to listen and give practical advice.
25. I find this an excellent practice, and have done so for 35 years.

26. I have always been able to get an appointment when needed so Thank you.
27. I have always found the staff at the practice very helpful and friendly.
28. I have been a patient of Dr xxx for the last 27 years. Have always been treated well and find everyone at the surgery very pleasant.
29. I think it is fantastic how appointment times run on time, I've never had to wait. I've always managed to get an appointment when I've tried - it's great! Good service, best doctors I've been to.
30. I think this is a very good practice and all the staff are always happy and willing to help
31. In 46 years we have never had cause to complain. We find all GPs pleasant and courteous.
32. It is a wonderful practice, excellent. Very happy I can't find any fault.
33. It is very thorough and good at keeping me informed about appointments and vaccinations, also prescriptions. Very good organisation.
34. It's brilliant all the Drs are most helpful especially Dr xxx.
35. Receptionists have always provided good service - they are helpful, understanding and patient, which is appreciated.
36. Staff are always very friendly and helpful. Although waiting room is a tad tired, could do with a lick of paint etc.
37. Superb service with Dr xxx best GP I have ever used in 71 years.
38. The practice is run very well. I hardly use the computer and am therefore not communicating through it very often.
39. The reception team are always very friendly and helpful, all the Doctors are very good. The Building could do with a face lift.
40. The surgery provides an excellent service.
41. Very supportive and helpful Doctors and Reception staff.
42. Very efficient - never had any problems with getting appointments or seeing the Doctors.
43. Very friendly, warm GP Surgery
44. Very good no complaints.
45. Very happy with the service
46. Very happy with this practice.
47. Very happy, none
48. Very nice service.
49. Very pleased with surgery. I have always been able to see a doctor when I need and they are always very accommodating. Thank you.
50. Very satisfied
51. Very satisfied.
52. We are very happy with all aspects of our treatment with the surgery. No complaints after 47 years with the practice!!
53. When I do have occasion to visit surgery I find staff very helpful

The other 20 comments either repeat what has been said above, or, as mentioned previously, make comment about length of waiting times, for example:

54. The waiting time is too long - working Monday to Friday makes it difficult to get an appointment & then go back to work.

Or make a comment about a particular member of staff, which we will investigate.

Themes Identified and Conclusion

The main feedback as to satisfaction with the service confirmed that the majority of patients were happy overall with the Practice's service, with a total of 83 comments being made under the final comments questions, 78 of which were extremely positive, only two (2) of which were negative about a particular member of staff, and three (3) commenting that the waiting time for an appointment is too long (both to make one and actually waiting to see the clinician). Not all patients who completed the survey filled in the comments field(s). Statistically this means that just under **95%** of our patients are **extremely happy** with the service they receive at Giffard Drive Surgery.

A number of patients provided their mobile telephone numbers in order to gain access to the text messaging appointment reminder on their mobile telephones. This has shown that we need to publicise this service more widely. We currently ask all newly registering patients to provide us with this information, we need to ask all patients if they want to utilise this service on a regular basis.

On analysing the questions relating to:

- Text Messaging Appointment Reminder Service (Questions 1 & 1a)
- Ordering Repeat Prescriptions (Questions 2-4);
- Website & Twitter Services (Question 5-6); and
- Improve electronic access for our patients (Question 7)

a number of observations were made, which required further discussion and evaluation. These are detailed under Step 4 below, including the agreed action plan, to be put into practice as soon as is viable.

We also analysed the opportunistic final question of the survey – asking for any comments patients wished to make about their GP Practice. As mentioned above, these comments were primarily very complimentary and showed the patients are happy with the service they receive from Giffard Drive Surgery; however the negative comments will also be evaluated and, if deemed necessary, additional staff training will be put in place to improve any perceived short-fall in the current service provision.

These four themes will be discussed under Step 4 and the agreements reached regarding changes and service development will be communicated to the PRG/PPG and the PCT as part of Step 5 of this project.

CUF, Giffard Drive Surgery
March 2013

Step 4

Provide the PRG with the opportunity to discuss the findings and reach agreement with the PRG on changes to services

4.1 - The method used for those discussions and the date that discussions took place

The discussion with the PRG/PPG at an ad hoc meeting held on 25 March 2013 highlighted general satisfaction with the broad data feedback, however, the Group felt they should wait until their next full general meeting to be held on 15 April 2013, in order to receive a full report and analysis, as they wanted to be able to think about it in more depth prior to their next full meeting in April 2013.

At the meeting on 25 March 2013, the Giffard Drive Patient Group received the full analysis (as detailed in the preceding pages), as well as note of all the comments received in the free text question boxes.

Four main themes were identified from the evaluation and discussion that centred on Step 3 of this project:

- Text Messaging Appointment Reminder Service (Questions 1 & 1a)
- Ordering Repeat Prescriptions (Questions 2-4);
- Website & Twitter Services (Question 5-6); and
- Improve Electronic Access for our Patients (Question 7)

4.2 & 4.3 - The suggested areas for change (if appropriate). The rationale for agreeing areas where a change is appropriate and/or not appropriate and the changes that have been agreed with the PRG (these two sections have been linked together as it is more efficient to identify the areas for change and state the agreements reached with each area accordingly).

In order to address the four themes identified via the survey that are listed above, the following actions have been taken by Giffard Drive Surgery. Each point outlines the discussion held with the PPG/PRG and a rationale behind the changes that can or cannot be delivered. These include:

A. Text Messaging Appointment Reminder Service

A number of patients (68; which equates to 28% of all patients completing the survey) provided their mobile telephone numbers in order to gain access to the text messaging appointment reminder on their mobile telephones. This has shown that we need to publicise this service more widely. We currently ask all newly registering patients to provide us with this information; we need to ask all patients if they want to utilise this service on a regular basis. This was done routinely in the past, however, it appears that simply having posters & leaflets in the waiting room advising patients of this service is not sufficient, we need to ask them direct and encourage further take-up of this facility.

B. Ordering Repeat Prescriptions**B.1 Ordering in Person**

46% of patients order their repeat prescription in person. It is Practice policy not to accept repeat prescriptions over the telephone, as this can lead to prescribing errors, which could have serious consequences for patients (such as noting down incorrect medication or strength of medication).

B.2 Online Repeat Prescription Ordering

The Practice has operated an online repeat prescription ordering service for a number of years, and this was an opportunity to see how many patients are aware of this service. Of those patients who completed the survey, a total of 55% were already aware of this, and 27% stated this is how they order their repeat prescriptions. Again, utilisation of this service needs to be encouraged for the ease of the patient. A renewed poster/advertising campaign will be held within the Surgery over the next 12 months, both as posters in the waiting room; slides advising how to access this service on the rolling screen within the waiting room and by messages on the repeat prescription counter slips.

B.3 Repeat Prescription Ordering via a Pharmacy

20% of patients order their repeat prescription via a pharmacy, with 57% being aware that this service exists, which proves that the local Pharmacies are already very successful in making patients aware of this service and also in encouraging patients to use this service. Giffard Drive Surgery has a good relationship with our local pharmacies and we have a smooth-running system in place with the majority of these pharmacies where they drop off and pick up prescriptions on a daily basis. The pharmacies call us if there are any queries or issues relating to particular prescriptions or if a patient's requirements have changed.

The only issue we, and most other local GP Surgeries have, is that sometimes patients simply cross all prescriptions on their repeat slip and the pharmacy acts upon their instructions and orders ALL prescriptions ticked. This is often not necessary, and can lead to a wasteful stock-piling of medication in patients' homes. We will run another poster/advertising campaign, within the Surgery over the next 12 months, both as posters in the waiting room; slides advising how to access this service on the rolling screen within the waiting room and by messages on the repeat prescription counter slips. This will advise patients of the benefits of using the pharmacy services to order repeat prescriptions, but also advise them of ensuring that they order only medication they require in order to avoid waste.

C Electronic Information Services - Website & Twitter Account**C.1 How Useful or Interesting do you find our website – www.giffarddrivesurgery.co.uk**

Over 53% of patients found our website either very or fairly useful or interesting. However, 38% did not know we had a website (with an 8% no response rate). We will endeavour to ask our patients what sort of information they would like to see on the website, in order to make it more relevant to our patients, if this is required. We will also produce leaflets and posters advertising our website to our patients, including advising of our website and the information it can provide in our standard patient letters and patient information leaflets. We will be making efforts to update the website on a more regular basis to include links to national health news matters, as well as advertising practice information on the website, including the formation of our diabetic forums; patient group matters.

C.2 Do you know we have a Twitter Account ? – [@GDSurgery](https://twitter.com/GDSurgery)

Our Twitter account was set up in 2012 following feedback from our last patient survey "4% of respondents suggested personalised messaging or letters, such as Twitter. In response to this, we have already set up a Twitter Account - [@GDSurgery](https://twitter.com/GDSurgery). This is being run but one of our GPs and he already has a following of 65! This account highlights latest health advice and information and we hope that this will form the basis of a new era of instant messaging. NB, it has been set up to send, but not to receive messages. Discussions were also held re the possibility of setting up a Facebook account, but this was felt not quite suitable at this stage."

86% of patients did not know we have Twitter account; with further 4% asking "What is Twitter?". Only 7% of patients appeared to know we have a Twitter account. Again, this is something that we can improve upon by advertising this within the waiting room; on repeat prescription slips, within our patient brochure and on our rolling information screen. A number of comments showed that this is something some younger members of our patient base may be interested in, so we will try to ensure that regular twitter feeds are tweeted. To date we have 70 followers on our Twitter account. We hope to increase this over the coming years, as social media networking sites become more and more mainstream.

D Comments on Improving Electronic Access for Patients

We received a total of 24 comments to this question, which can be broken down as follows:

- Requesting an online non-urgent appointment booking system (21%)
- No improvement necessary; do not require further electronic access (54%)
- Comments about online prescription ordering service (4%)
- "Use of Personal email" or introduce "Doctor Chat Service" (8%)
- Non-specific - Amusing comments; (e.g. fit everyone with a USB lead!) (12%)

In line with the DoH plans to improve electronic access for patients by 2015; we will be investigating methods of enabling electronic access for patients, following best practice guidelines and patient confidentiality policies, which are being updated regularly.

4.4 – The areas of significant service change that will impact on the contractual arrangements and whether this change has been agreed with NESH (if appropriate)

Although each of the four themes identified raised areas for further Practice development, none of the items raised currently impact on the Practice contractual arrangements. NHS Hampshire has not been notified as there are no changes to the Practice which affect funding or contracts. Internal service redesign are the areas identified by the respondents and these will be addressed and communicated accordingly to all of our patients using the variety of media available to us.

*CUF, Giffard Drive Surgery
March 2013*

Step 5**Agree action plan with PRG and seek PRG agreement to make changes**

Although each of the four themes identified raised areas for further practice development, none of the items raised an impact on the Practice contractual arrangements. NHS Hampshire has, therefore, not been notified of any changes as detailed in Step 4 above, as there are no legal or contractual areas affected by the results of this survey at Giffard Drive Surgery.

No.	Problem Identified	Change Identified and/or Viability	Time Frame for change	Communications Plan
Text Messaging Appointment Reminder Service				
1.	Use of this facility needs to be encouraged, currently approx. 30 messages sent per day, out of approx. 130-150 appointments available each day = 23% usage	All patients to be asked on a regular basis to update their mobile phone number on their medical records, as well as asking them to sign up to text messaging service. This would also, hopefully, reduce the DNA rate.	On-going throughout 2013-2014	Info Page on Website; Noticeboard updates Included in letters & on repeat prescription slips
Ordering Repeat Prescriptions				
1.	Ensure Patients are aware that they are able order repeat prescriptions online via our website	An advertising campaign is to be set up within the Surgery to remind patients that this facility is available, and has been for a number of years.	Already in place (and has been for some years) On-going throughout 2013-2014	Info Page on Website; Noticeboard updates Included in letters & on repeat prescription slips
2.	Ensure Patients are aware that they are able order repeat prescriptions via their pharmacy	An advertising campaign is to be set up within the Surgery to remind patients that this facility is available, and has been for a number of years.	Already in place (and has been for some years) On-going throughout 2013-2014	Info Page on Website; Noticeboard updates Included in letters & on repeat prescription slips
Electronic Information Services - Website & Twitter Account				
1.	Encourage use of Website & update more regularly www.giffarddrivesurgery.co.uk	We will ask our patients what sort of information they would like to see on the website, in order to make it more relevant. We will produce leaflets and posters advertising our website to our patients, including the information it can provide in our standard patient letters and patient information leaflets. We will be making a greater effort to update the website on a regular basis to include links to national health news matters, as well as advertising Practice information on the website, such as the formation of our diabetic forums; patient group matters etc.	Already in place (and has been for some years) On-going throughout 2013-2014	Info Page on Website; Noticeboard updates Included in letters & on repeat prescription slips
2.	Encourage use of Twitter Account & update more regularly @GDSurgery	Our Twitter account was set up in 2012 following feedback from our last patient survey. Knowledge of this is not widespread, and this is something that we can improve upon by advertising this more widely. A number of comments showed that this is something some younger members of our patient base may be interested in, so we will try to ensure that regular twitter feeds are tweeted.	Already in place (and has been since 2012) On-going throughout 13-14 We hope to increase this in the coming years, as social media networking sites become more mainstream.	Info Page on Website; Noticeboard updates Included in letters & on repeat prescription slips

Comments on Improving Electronic Access for Patients				
1.	Requesting an online non-urgent appointment booking system	26% of comments received in this area requested the introduction of an online non-urgent appt booking system. In line with the DoH plans to improve electronic access for patients by 2015; we will be investigating methods of enabling electronic access for patients, following best practice guidelines and patient confidentiality policies, which are being updated regularly.	2015, as per DoH guidelines	Once introduced; via Info Page on Website; Noticeboard updates Included in letters & on repeat prescription slips

*CUF, Giffard Drive Surgery
March 2013*

Opening Hours & Extended Opening Hours

Giffard Drive Surgery advertises its Opening Hours widely; as follows:

- On the surgery website – www.giffarddrivesurgery.co.uk
- On the NHS Choice website – www.nhs.uk and choose Giffard Drive Surgery in the “search” box
- In our Practice Brochure – **Giffard Drive Surgery Practice Brochure**
- Using posters on our Doors;
- in the Waiting Room and on our
- Electronic Notice Board (rolling information screen).

The opening times for Giffard Drive Surgery are as follows:

Normal Surgery Opening Times

Mondays – Fridays : 08:30 am – 18:30 pm

Extended Hours Opening Times

Alternate Saturdays – 08:30 – 12:15

Alternate Thursday evenings: 18:30 – 19:00

*prebooked appointments only
and for general enquiries; collecting prescriptions; and making appointments*

Surgery staff are available all day during our opening hours, and you can contact our duty doctor via our duty reception staff from 08:00 – 08:30 in the mornings via the Practice telephone by-line system (Option 1 when calling at this time). Our telephone by-line service is also available during the lunch-period 12:30 – 13:30

The Surgery is CLOSED on Sundays

When the Surgery is closed,
patients are advised to call **111** for non-urgent calls
and **999** for life-threatening emergencies.