



# Ifield Medical Practice

## Local Patient Participation Report

### January 2012

#### Practice Profile

Ifield Medical Practice currently has a list size of just under 10,000 patients with the following profile:

Gender profile:

	Male	Female
Total	50%	50%

Age profile:

	Under 16	17-24	25-34	35-44	45-54	55-64	Over 65
Total	20%	10%	16%	15%	13%	11%	15%

Ethnicity profile:

	Total
White British	64.5%
White Irish	1.0%
White/Black Caribbean	0.1%
White/Black African	0.1%
White/ Asian	0.3%
White Other	12.9%
Indian	2.9%
Pakistani	1.8%
Bangladeshi	0.6%
Black Caribbean	0.6%
Black African	2.1%
Black Other	2.2%
Chinese	0.4%
Any Other	2.8%
Not recorded/refused to disclose	7.8%

## Existing Patient Participation Group (PPG)

The Practice has an active PPG, which has been running since 2008. This group currently consists of thirteen patients – 7 female and 6 male. The age profile is:

Under 65      4 members

Over 65      9 members

All members are over 60 and 85% are White British.

It was recognised that the existing group is not representative of the practice population, however it was felt that the group is at an optimum size and could become too unwieldy if more members were recruited.

## Setting up a virtual Patient Reference Group (PRG)

It was agreed with the PPG that in order to include the opinions of a wider cross section of our patient list, we should set up a virtual PRG who can be asked about some of the decisions within the practice without having to attend meetings.

In order to do this, members of the PPG canvassed the surgery waiting room on a number of occasions asking patients whether they would like to be part of this group and, if so, capturing their details (see Appendix A).

The group was also publicised on the website and Jayex Board and some of the forms were available at the reception desk.

More recently the forms have been included in the letters routinely sent to patients with chronic conditions when calling them in for blood tests or regular checks and also included in the packs for new patients.

There are currently 89 members of this virtual group, with the following breakdown:

	Under 16	17-24	25-34	35-44	45-54	55-64	Over 65
Total	0%	15%	23%	23%	16%	9%	14%

	Male	Female
Total	24%	76%

	Total
White British	75%
White Irish	2%
White/Black Caribbean	0%
White/Black African	1%
White/ Asian	1%
Indian	1%
Pakistani	1%
Bangladeshi	2%
Black Caribbean	0%
Black African	0%
Chinese	0%
Any Other	7%
Not disclosed	9%

We are conscious that some groups are not represented and this is something that we plan to address in the future by targeted mailings within our patient list.

## **Preparing the Practice Survey**

Areas of priority were discussed initially within a Practice meeting with the Partners and subsequently with the PPG. Members of the PPG then canvassed the opinion of patients in the waiting room on a number of occasions to ask whether they thought the areas chosen were key priorities when looking at services and whether or not there was anything else that we should be looking at. In total 129 patients were canvassed in this way.

Based on this, the patient survey was developed (see Appendix B).

## **Undertaking the survey**

The survey was open from July to September 2011.

It was hoped to launch the survey at a local Fun Day in July, along with disseminating information on other health promotion activities. Unfortunately this event was cancelled due to inclement weather conditions.

Each GP was given 50 surveys to give to patients. Surveys were also available on reception. A link to the survey was placed on the front page of the surgery's website in order to be accessible to patients who do not regularly come into the surgery. The link to the survey was e-mailed to all members of the PRG

The survey was prepared using Kwik Surveys and a paper copy was also made available. Surgery staff transferred all paper responses onto the electronic system to ensure that all responses were collated together.

A total of 291 surveys were completed. Of these, 85 were completed electronically and 206 paper copies were completed.

The results of the survey were analysed and discussed with the PPG in November and an action plan agreed. The results were also shared with the PRG electronically. The results can be seen in Appendix C.

## **Action Plan**

### **You said .... We will**

You said ... that the reception area was sometimes quiet and you could be overheard by other patients.

We will ... promote the "Patient Liaison Office" which is a quiet room available for all patients to use if they wish to discuss something confidentially. We will consider re-naming the room so that patients are more aware that it exists and encourage the receptionists to actively offer its use.

You said ... that you would like to see a chiropodist on site.

We will ... look into providing this as a private service.

You said ... that you were concerned about the cost of the 0844 telephone number.

We will ... look into this as soon we are able to. Unfortunately we are locked into a long contract, but this is due to end towards the end of 2013 and at this time we will look into the possibility of returning to an 01293 number.

You said ... you would like more 24 hour blood pressure monitors to be available.

We have ... purchased an additional machine and are working hard to ensure that these are both fully utilised.

You said ... most comments regarding parking were positive; however there were some negative comments about the disabled parking.

We ... considered the possibility of providing disabled access at the back of the building to make this easier for our disabled patients, however on discussing this with the members of the PPG with mobility problems, it was felt that the disabled parking spaces are in the best location of the car park and that there would be no benefit to add disabled access to the back of the building.

We will, however, be liaising with the local council in order to try and procure a dropped kerb in front of the building to assist both disabled patients as well as those with pushchairs

You said ... you would like us to provide toys for children in the waiting area.

We will ... not be able to do this unfortunately. There are two reasons for this:

- There is a risk that toys will be left on the floor, which poses a health and safety risk for other patients;
  - Many of the children attending have viruses, which leads to an infection risk when the toys are handled by several children.
- Please feel free to bring your own books or toys with you to the surgery whilst you wait for your appointment

You said ... that your overall satisfaction with the range of services, reception staff, doctors and surgery overall was high.

We appreciate this positive feedback and will aim to maintain the high standards over the coming years.

In addition to posting this report on the website, the above action plan will be posted on the notice boards in the waiting room, together with information on how to register with the PRG.

## **Current Opening Hours**

Ifield Medical Practice is open Monday-Friday 08:30-18:00. The practice offers extended hours on Wednesday evenings 18:30-21:00 which offers flexibility of appointment times to our patients.

Patients can make appointments by telephoning, calling into the surgery or on-line. On-line repeat prescription requests are also available.

The surgery offers a combination of routine appointments bookable up to two weeks ahead and urgent appointments which can be booked on the day. Nurse, healthcare assistant and phlebotomy appointments can also be pre-booked.

The extended hours offered on Wednesday evenings are all pre-bookable and are available with either a GP or a nurse.

The practice has text messaging facilities to remind patients of their appointments.

## Appendix A

### Patient Reference Group

Ifield Medical Practice already has a Patient Participation Group (PPG) who meets regularly, but we would like to expand the input to this group to include a wider cross section of our patient list – we are planning to do this by forming a Patient Reference Group (PRG), using e-mail, that we can ask about some of the decisions within the practice.

If you are happy for us to contact you periodically by email please leave your details below and hand this form back to reception, a patient group representative or post in the 'secure box'.

Name:

Email address:

The additional information below will help to make sure we try to speak to a representative sample of the patients that are registered at this practice.

Are you? Male  Female

Age: Group Under 16  17 – 24  25 – 34  35 – 44  45 – 54  55 – 64   
65 – 74  75 – 84  Over 84

To help us ensure our contact list is representative of our local community please indicate which of the following ethnic background you would most closely identify with?

**White**

British Group  Irish

**Mixed**

White & Black Caribbean  White & Black African  White & Asian

**Asian or Asian British**

Indian  Pakistani  Bangladeshi

**Black or Black British**

Caribbean  African

**Chinese or other ethnic Group**

Chinese  Any Other

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


Regularly  Occasionally  Very rarely

*Thank you.*

*Please note that no medical information or questions will be responded to. The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998. The Data Protection Act 1998 gives you the right to know what information is held about you, and sets out rules to make sure that this information is handled properly.*

# Appendix B

## IFIELD MEDICAL PRACTICE PATIENT SURVEY 2011



Ifield Medical Practice would like your help in looking at the services we provide and ways in which we can make changes and improvements for patients. We would also like your views about your most recent doctor's appointment.

Please take a little time today to fill in this short questionnaire. The questionnaire is anonymous and your answers and comments will be treated in confidence.

Please tick one answer for each question.

### Your experience

Q1 How would you rate Ifield Medical Practice on the following factors?

	Poor	Satisfactory	Good	Excellent
a) Comfort and convenience of the waiting areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) The way you are treated by the reception staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Having somewhere where you could speak without being overheard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Getting through on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Continued over →

### Making an appointment

Q2 Thinking about making an appointment, how would you rate the surgery on:

	Poor	Satisfactory	Good	Excellent
a) Being able to get an urgent appointment with any doctor on the same day?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Being able to make an appointment in advance with the doctor or nurse of your choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3. How do you normally book your appointments at the surgery?

	In person	By phone	On-line	Organised by Dr/Nurse	Other
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				Yes	No

Q4. Are you aware that it is possible to book your appointment on-line?

	<input type="checkbox"/>	<input type="checkbox"/>
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### Ordering a Prescription

Q5. Thinking about ordering a prescription from the surgery, how would you rate the surgery on:

	Poor	Satisfactory	Good	Excellent
a) Having your prescription ready within 2 working days	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Ensuring your prescription is sent to a pharmacy of your choice within Crawley	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			Yes	No

Q6. Are you aware that it is possible to order your prescription on-line?

	<input type="checkbox"/>	<input type="checkbox"/>
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### Your most recent appointment

This was with Dr \_\_\_\_\_

Q7. Thinking about your most recent appointment with the doctor named above, how would you rate the following?

	Poor	Satisfactory	Good	Excellent
a) The doctor's ability to listen to and understand your problems and concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) The doctor's ability to explain your problem to you or any treatment you might need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) The doctor's ability to involve you in decisions about your care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) The amount of time the doctor spent with you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) The amount of time after your allocated appointment time that you waited to be seen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) The doctors ability to provide general advice on leading a more healthy lifestyle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Your overall satisfaction with the doctor you have seen most recently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Continued over →

Q8. Thinking about the services available at the Practice:?

	Poor	Satisfactory	Good	Excellent
a) How would you rate the range of services available?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) What additional services would you like to see at the Practice?				

Q9

	Poor	Satisfactory	Good	Excellent
a) How would you rate your overall satisfaction with Ifield Medical Practice?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Do you have any other comments that would improve your overall experience of the Practice?				

### A bit about yourself

Q10. How old are you?

16-24	<input type="checkbox"/>	25-34	<input type="checkbox"/>	35-44	<input type="checkbox"/>
45-54	<input type="checkbox"/>	55-64	<input type="checkbox"/>	65+	<input type="checkbox"/>

Q11. Are you?

Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
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**Thank you very much for taking part in this survey ...  
your help is much appreciated**

This questionnaire was compiled with the help of Ifield Medical Practice's Patient Participation Group (PPG). The group would like to include the views of as many of our patients as possible. If you would be happy to be contacted periodically by e-mail, please contact ifieldmedicalpractice@nhs.net or complete a form at reception.

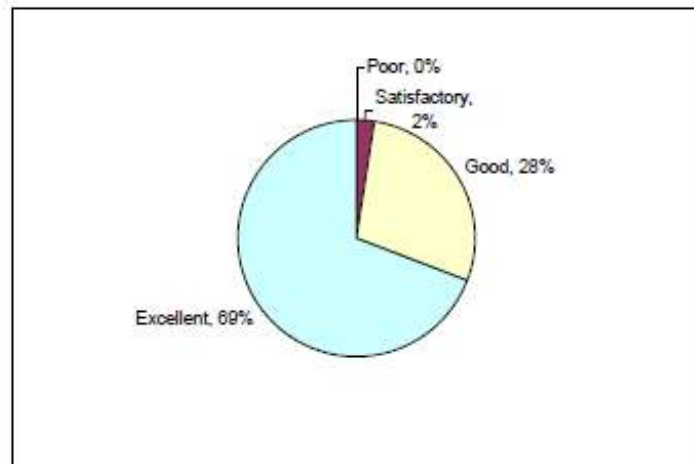
Appendix C

**Ifield Medical Practice Patient Survey 2011**

How would you rate Ifield Medical Practice on the following factors?

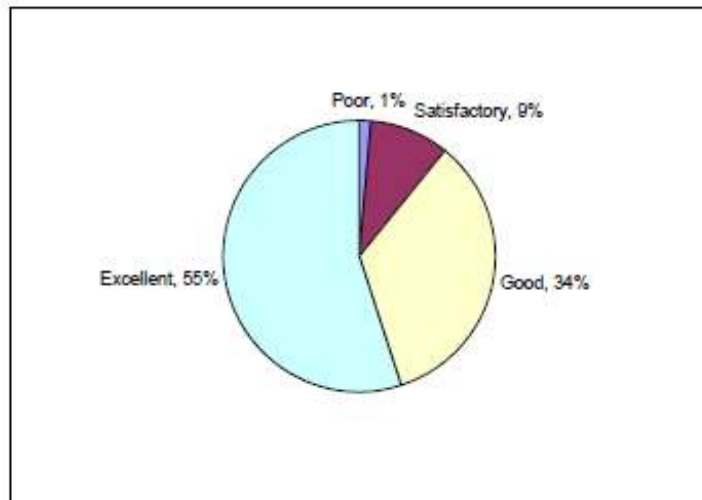
Comfort and convenience of the waiting areas

Poor	0	0%
Satisfactory	7	2%
Good	82	28%
Excellent	200	69%
	289	



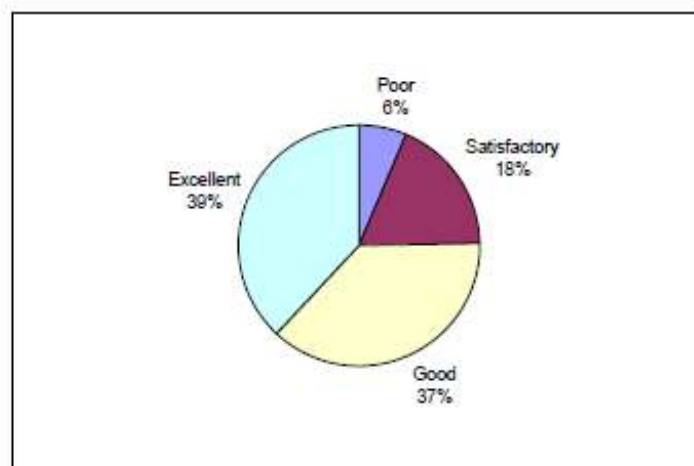
The way you are treated by reception staff

Poor	4	1%
Satisfactory	27	9%
Good	98	34%
Excellent	158	55%
	287	



Somewhere to talk without being overheard

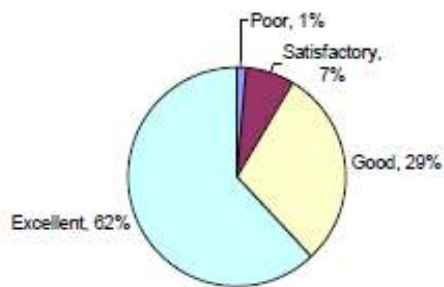
Poor	18	6%
Satisfactory	52	18%
Good	105	37%
Excellent	107	38%
	282	



## Ifield Medical Practice Patient Survey 2011

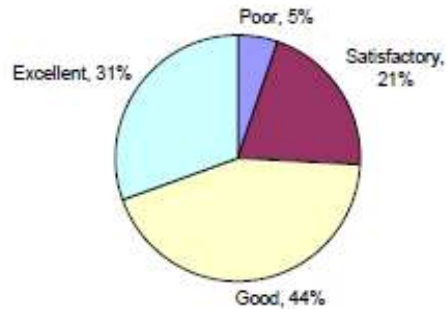
### Parking

Poor	4	1%
Satisfactory	20	7%
Good	82	29%
Excellent	173	62%
	279	



### Getting through on the phone

Poor	15	5%
Satisfactory	59	21%
Good	125	44%
Excellent	88	31%
	287	

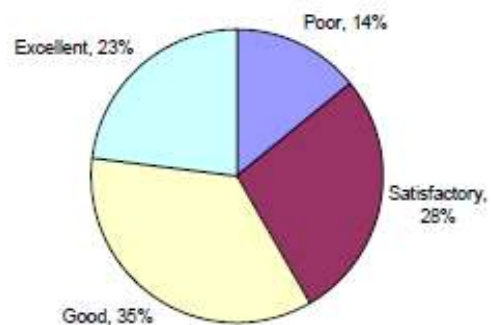


### Making an appointment

How would you rate the surgery on:

Being able to get an urgent appointment with any doctor on the same day

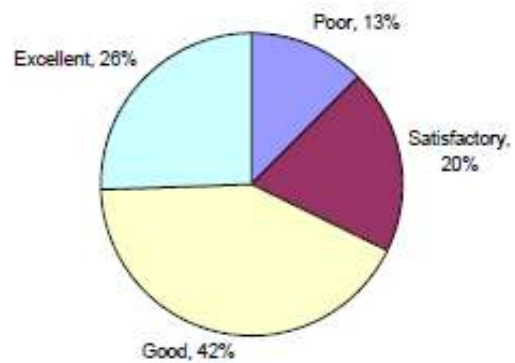
Poor	39	14%
Satisfactory	76	28%
Good	97	35%
Excellent	64	23%
	276	



## Ifield Medical Practice Patient Survey 2011

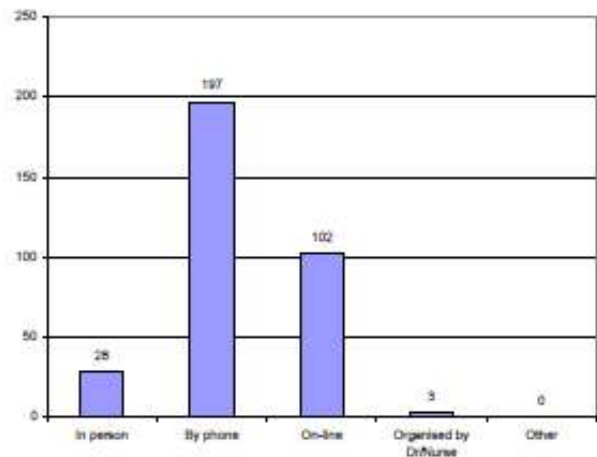
Being able to make an appointment in advance with the doctor or nurse of your choice

Poor	36	13%
Satisfactory	56	20%
Good	120	42%
Excellent	73	26%
	285	



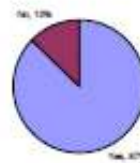
How do you normally book your appointments in the surgery?

In person	28	8%
By phone	197	60%
On-line	102	31%
Organised by Dr/Nurse	3	1%
Other	0	0%
	330	



Did you know you could book on-line?

Yes	236	87%
No	35	13%
	271	



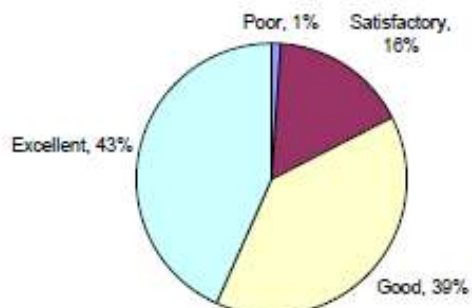
## Ifield Medical Practice Patient Survey 2011

### Ordering a Prescription

How would you rate the surgery on:

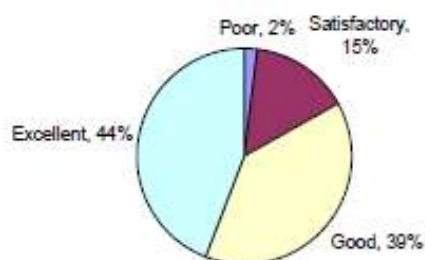
Having your prescription ready within 2 working days

Poor	3	1%
Satisfactory	43	16%
Good	103	39%
Excellent	114	43%
	263	



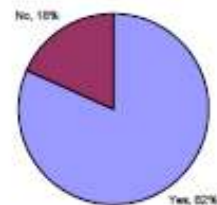
Ensuring your prescription is sent to a pharmacy of your choice within Crawley

Poor	4	2%
Satisfactory	33	15%
Good	85	39%
Excellent	96	44%
	218	



Did you know you could order your prescription on-line?

Yes	214	82%
No	48	18%
	262	

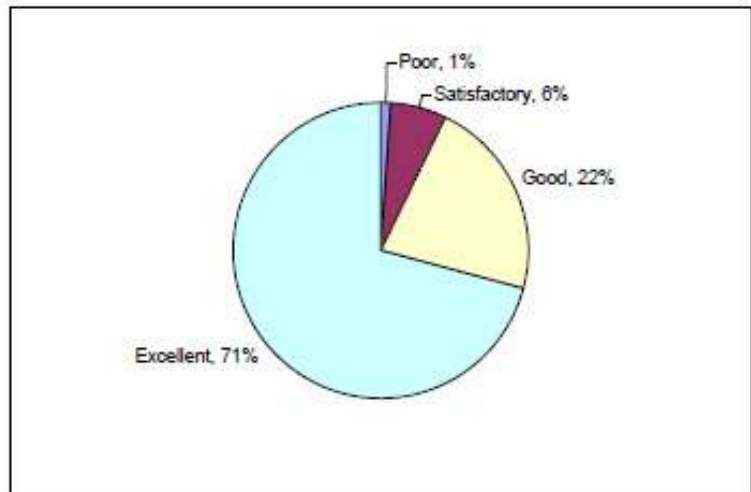


## Ifield Medical Practice Patient Survey 2011

### Your most recent appointment

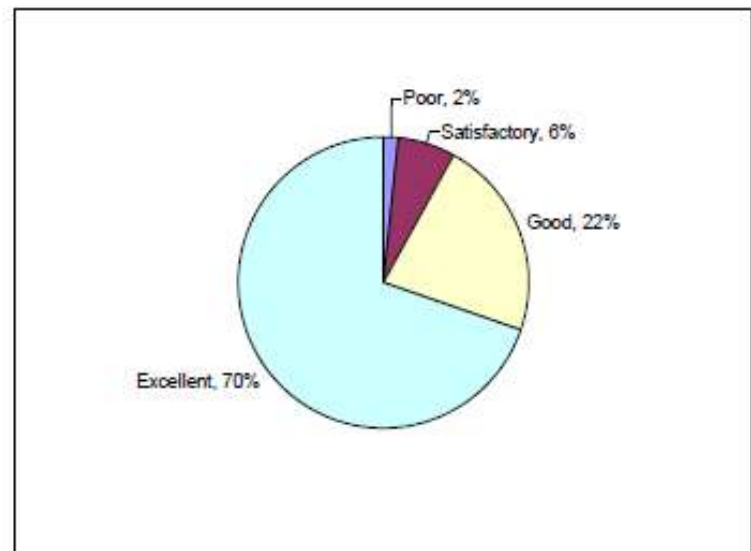
The doctor's ability to listen to and understand your problems and concerns

Poor	3	1%
Satisfactory	17	6%
Good	61	22%
Excellent	197	71%
	278	



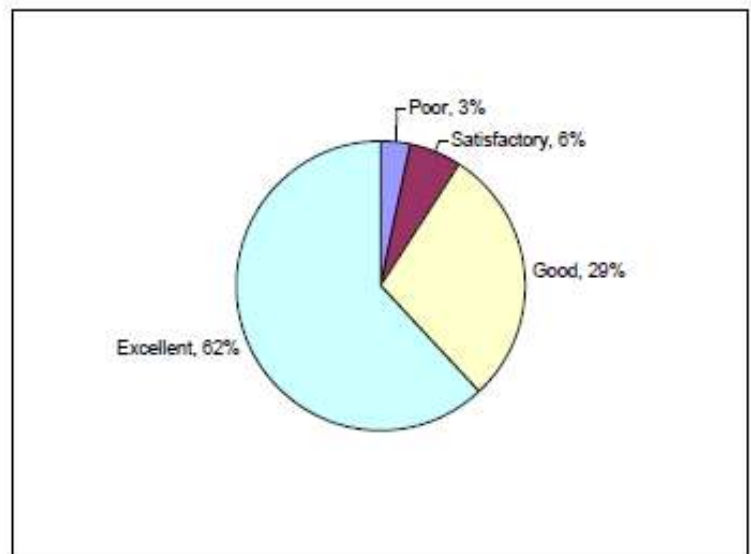
The doctor's ability to explain your problem to you or any treatment you might need

Poor	5	2%
Satisfactory	18	6%
Good	62	22%
Excellent	197	70%
	282	



The doctor's ability to involve you in decisions about your care

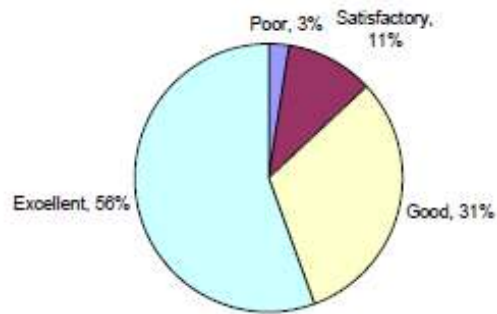
Poor	9	3%
Satisfactory	16	6%
Good	78	29%
Excellent	168	62%
	271	



## Ifield Medical Practice Patient Survey 2011

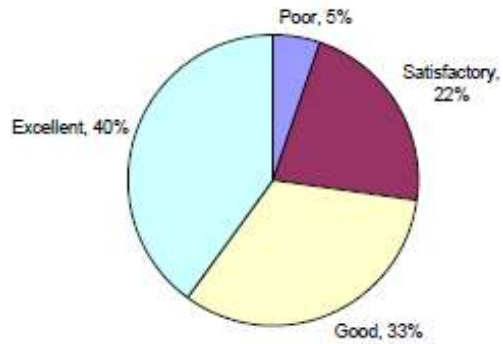
The amount of time the doctor spent with you

Poor	7	3%
Satisfactory	29	11%
Good	85	31%
Excellent	152	56%
	273	



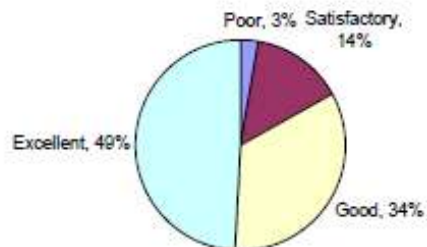
The amount of time after your allocated appointment time that you waited to be seen

Poor	15	5%
Satisfactory	61	22%
Good	91	33%
Excellent	111	40%
	278	



The doctor's ability to provide general advice on leading a more healthy lifestyle

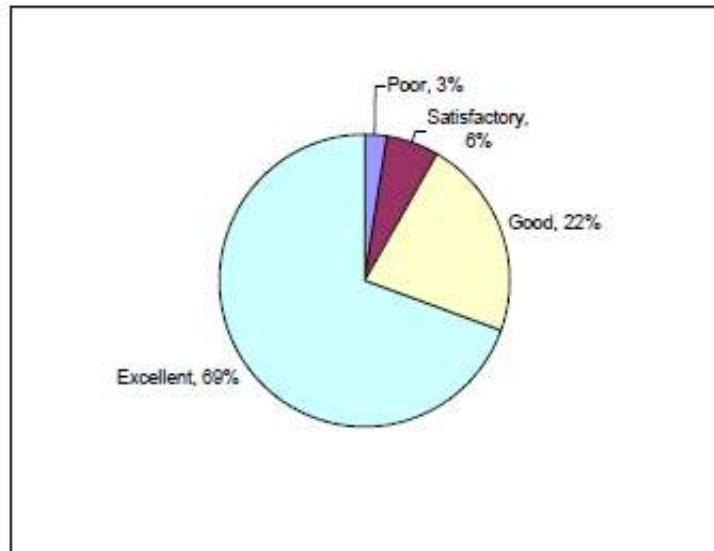
Poor	7	3%
Satisfactory	37	14%
Good	89	34%
Excellent	128	49%
	261	



## Ifield Medical Practice Patient Survey 2011

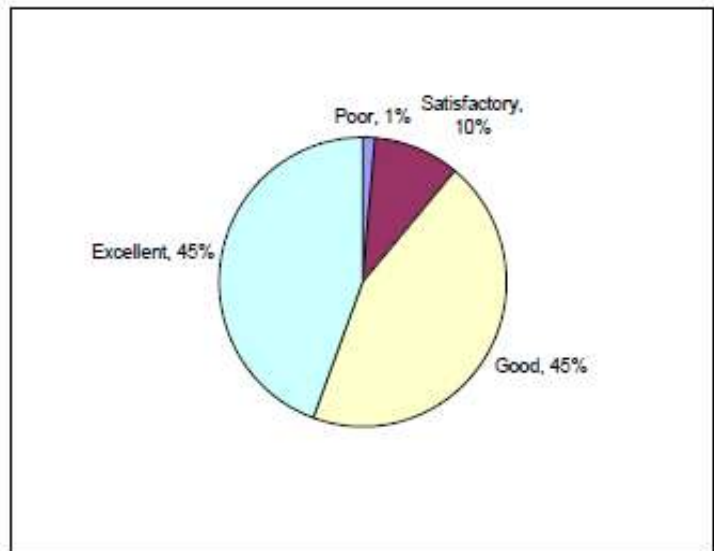
Your overall satisfaction with the doctor you have seen most recently

Poor	7	3%
Satisfactory	16	6%
Good	62	22%
Excellent	193	69%
	278	



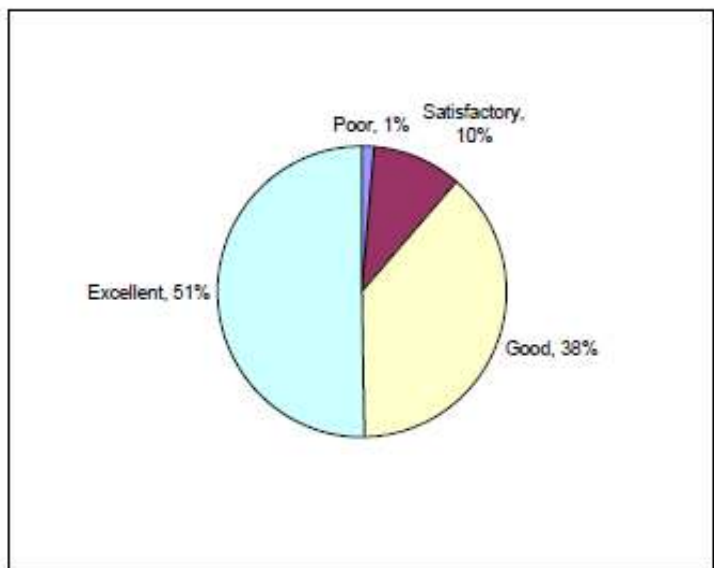
How would you rate the range of services available?

Poor	4	1%
Satisfactory	27	10%
Good	125	45%
Excellent	125	45%
	281	



How would you rate your overall satisfaction with the Practice?

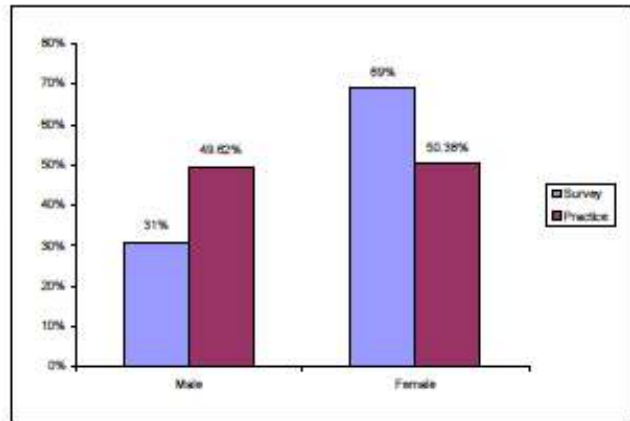
Poor	4	1%
Satisfactory	28	10%
Good	107	38%
Excellent	141	51%
	280	



## Ifield Medical Practice Patient Survey 2011

### Respondents

	Survey	Practice
Male	86	31%
Female	192	69%
	278	



Age range	Survey	Practice
16-24	21	8%
25-34	38	14%
35-44	41	15%
45-54	46	16%
55-64	58	21%
65+	76	27%
	280	

