



Ifield Medical Practice

Local Patient Participation Report

March 2013

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%	9%	16%	15%	14%	11%	15%

Ethnicity profile:

	Total
White British	56.9%
White Irish	1.0%
White/Black Caribbean	0.1%
White/Black African	0.1%
White/ Asian	0.6%
White Other	6.0%
Indian	2.0%
Pakistani	2.0%
Bangladeshi	0.5%
Black Caribbean	0.5%
Black African	1.8%
Black Other	1.6%
Chinese	0.4%
Any Other	3.2%
Not recorded/refused to disclose	23.3%

Patient Participation Group (PPG)

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

Under 65 2 members

Over 65 7 members

All members are over 60 and 89% are White British.

Within the last few months we have lost four members of the group (down from last years 13 members). We are in the process of actively recruiting to the group and will bear in mind the representation of the practice population when doing this.

Patient Reference Group (PRG)

In 2011 we worked with the PPG to set up a virtual PRG who can be asked about some of the decisions within the practice without having to attend meetings.

This group is publicised on the website and Jayex Board and forms to join the group are available at the reception desk. Forms are 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 still 89 members of this virtual group, although there has been a turnover of approximately 15 members with some leaving and new ones joining. The makeup of the virtual groups is currently:

	Under 16	17-24	25-34	35-44	45-54	55-64	Over 65
Total	0%	12%	19%	17%	19%	14%	19%

	Male	Female
Total	25%	75%

	Total
White British	79%
White Irish	2%
White/Black Caribbean	0%
White/Black African	1%
White/ Asian	1%
Indian	1%
Pakistani	1%
Bangladeshi	1%
Black Caribbean	0%
Black African	0%
Chinese	0%
Any Other	7%
Not disclosed	7%

Preparing the Practice Survey

Discussions were had with the PPG about the contents of the 2012-13 Patient Survey. It was agreed that questions should be broadly similar to those asked in 2011-12 so that direct comparisons could be made between the two years. The PRG were also contacted with the plans for the survey and asked for input before the survey was finalised (see Appendix A).

Undertaking the survey

The survey was open from September to December 2012.

Each GP was given a number of 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 PPG held a Health & Wellbeing event on 23 October and a computer was available for people to complete the survey as well as paper surveys being available.

The survey was prepared using Survey Monkey 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 252 surveys were completed. Of these, 57 were completed electronically and 195 paper copies were completed.

The results of the survey were analysed and discussed with the PPG in January 2013 and an action plan agreed. The results were also shared with the PRG electronically. The results can be seen in Appendix B.

Survey Results

There has been an improvement overall in the results between 2011-12 and 2012-13 and many of the comments are similar. There were a number of requests for services already offered within the surgery, which has made us aware that we need to publicise some services more.

Action Plan 2012-13

Periodically throughout 2012-13 the previous Action Plan has been regularly reviewed at PPG meetings and we have delivered on the areas where changes could be made. The Action Plan for 2012-13 is set out below:

You said We will

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

We will ... look into this as soon as possible. We are coming to the end of our current phone contract and are in negotiations with telephony suppliers at the moment. There are currently two options available to us – to revert to a 01293 number, however this may result in callers getting the engaged signal during periods of high call volume, or keeping the current 0844 number with the current queuing facilities. We are aware that neither of these are ideal solutions and therefore we have run an additional short survey asking for patients' preference. We plan to have a solution in place around May 2013.

You said ... you would like to see well man/well woman checks.

We do currently offer NHS Health Checks to patients between the ages of 40-74, which incorporate all that would be covered in a well woman/well man check. We currently write to

patients inviting them to book in for one of these checks, but we will endeavour to promote these more widely.

You said ... that you were sometimes unhappy with both doctor and staff attitude.

We will ... look into appropriate training courses for staff and ensure that all doctors are aware of the feedback.

You said ... could we provide exercise/walks for over 60s

We will ... work with our Patient Participation Group to arrange some walks during the summer months.

You said ... you would like nurse appointments to be available on-line

We are not able to provide these as nurse appointments are not of a standard length. Each nurse appointment varies depending upon the reason for the appointment and it is not possible to build this into the on-line appointment booking software.

You said ... you would like to be able to book more than two weeks in advance.

We are not able to do this as clinical staff have to give two weeks' notice of annual leave. If appointment were booked further ahead, then there would be the risk of having to cancel appointments which is irritating for patients and time consuming for staff. Historically we have also found that appointments booked more than two weeks in advance are often not kept, which is a waste of valuable appointment time.

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 and appointments can be cancelled on-line or by phone message.

Appendix A

IFIELD MEDICAL PRACTICE PATIENT SURVEY 2012



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	N/A
a) Waiting Area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Surgery Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Having somewhere private to speak	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
e) Getting through on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Disabled Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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 available at reception or electronically on our website.

Continued over →

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	N/A
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"/>	<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"/>	<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"/>	<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"/>	<input type="checkbox"/>
e) The amount of time after your allocated appointment time that you had to wait	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) The doctor's ability to provide general advice on leading a more healthy lifestyle	<input type="checkbox"/>	<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"/>	<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	N/A
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"/>	<input type="checkbox"/>
b) 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"/>	<input type="checkbox"/>

Q3. Are you aware that it is possible to book your appointment on-line? Yes No

Q4. 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"/>

Ordering a Prescription

Q5. We aim to process repeat prescriptions within two working days. How would you rate the surgery on:

	Poor	Satisfactory	Good	Excellent	N/A
a) Having your prescription ready within the agreed time	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>

Q6. Are you aware that it is possible to order your repeat prescription on-line? Yes No

Q8. In addition to general medical services, we currently offers minor surgery, travel clinics, family planning, immunisations and monitoring of chronic conditions. Access to midwives, health visitors, smoking cessation, counselling and carer support is available. We also host a private podiatrist at the surgery.

	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?	<input type="text"/>			

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?	<input type="text"/>			

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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Q12. With which of the following ethnic backgrounds would you most closely identify with?

White British Group <input type="checkbox"/> Irish <input type="checkbox"/>	Asian or Asian British Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/>
Black or Black British Caribbean <input type="checkbox"/> African <input type="checkbox"/>	Chinese or other ethnic Group Chinese <input type="checkbox"/> Any Other <input type="checkbox"/>
Mixed White & Black Caribbean <input type="checkbox"/> White & Black African <input type="checkbox"/> White & Asian <input type="checkbox"/>	

Thank you very much for taking part in this survey ...
your help is much appreciated

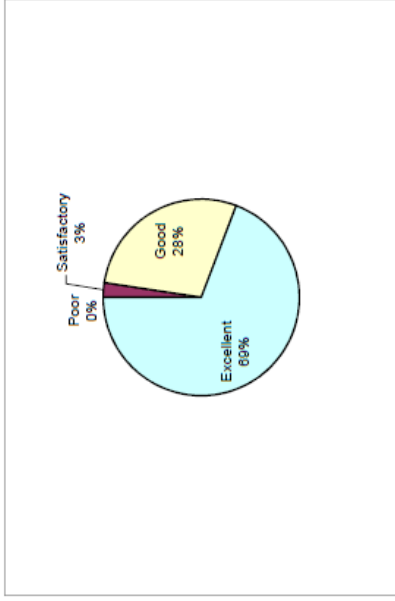
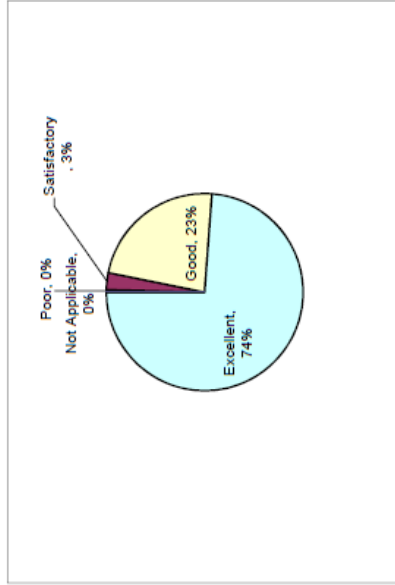
Appendix B

Ifield Medical Practice Patient Survey

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

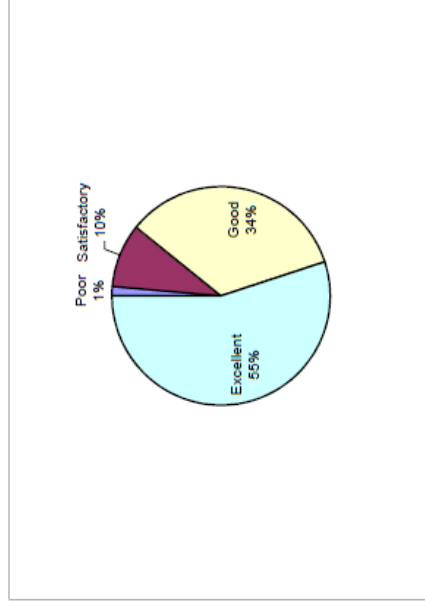
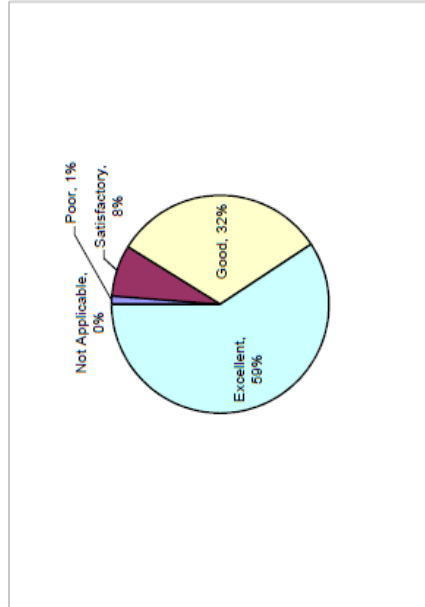
2012-13

2011-12



Waiting areas

Poor	1	0%
Satisfactory	7	3%
Good	58	23%
Excellent	186	74%
Not Applicable	0	0%
	252	

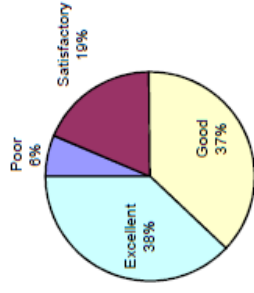


Surgery staff

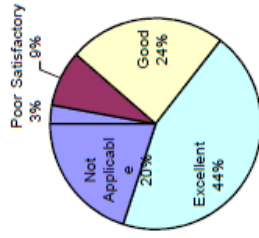
Poor	3	1%
Satisfactory	19	8%
Good	79	32%
Excellent	147	59%
Not Applicable	0	0%
	248	

Ifield Medical Practice Patient Survey

2011-12

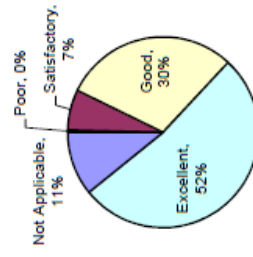
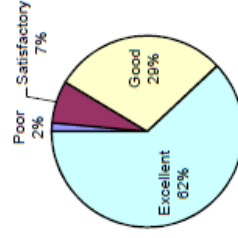


2012-13



Having somewhere private to speak

Poor	7	3%
Satisfactory	21	9%
Good	59	24%
Excellent	109	44%
Not Applicable	49	20%
Total	245	



Parking

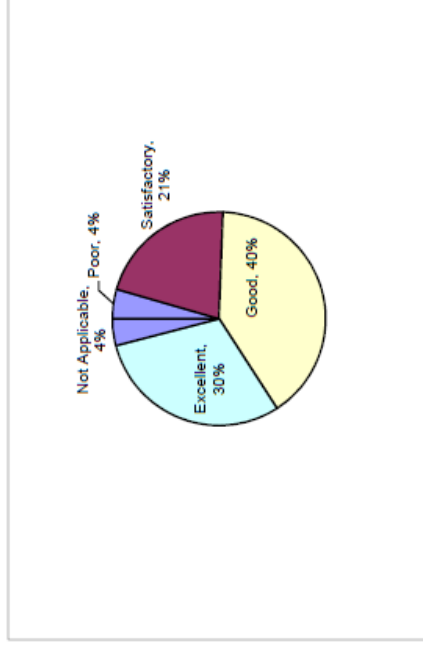
Poor	1	0%
Satisfactory	17	7%
Good	74	30%
Excellent	130	52%
Not Applicable	27	11%
Total	249	

Ifield Medical Practice Patient Survey

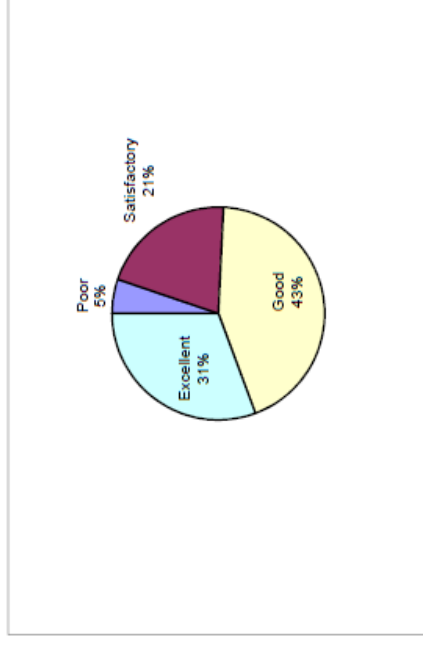
Getting through on the phone

Poor	11	4%
Satisfactory	52	21%
Good	99	40%
Excellent	74	30%
Not Applicable	10	4%
	246	

2012-13



2011-12



Ifield Medical Practice Patient Survey

Making an appointment

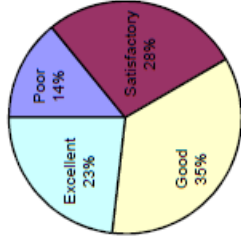
How would you rate the surgery on:

Being able to get an urgent appointment with any doctor on the same day	
Poor	31 13%
Satisfactory	64 26%
Good	69 28%
Excellent	64 26%
Not Applicable	19 8%
	247

2012-13

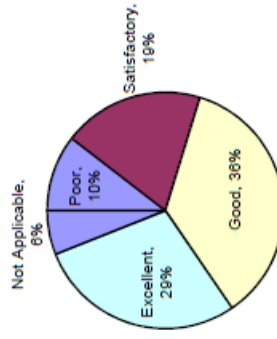


2011-12

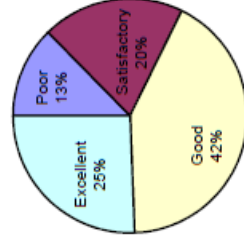


Being able to make an appointment in advance with the doctor or nurse of your choice	
Poor	26 10%
Satisfactory	48 19%
Good	89 36%
Excellent	71 29%
Not Applicable	15 6%
	249

2012-13



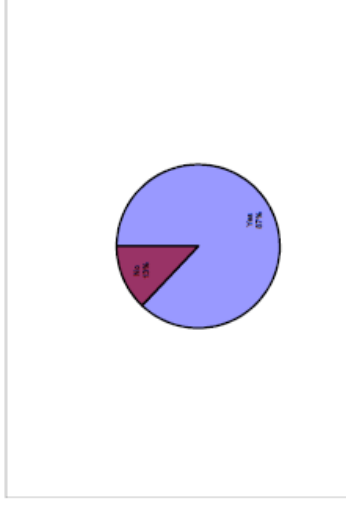
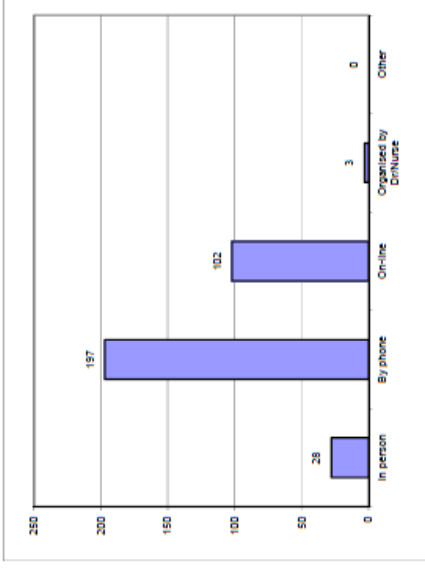
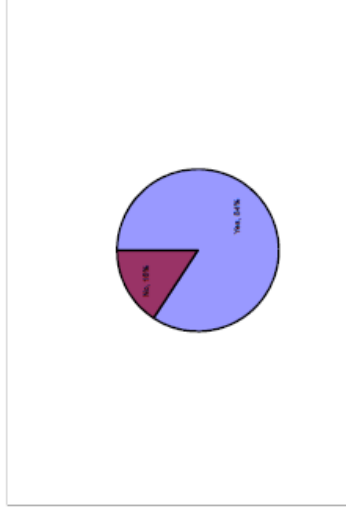
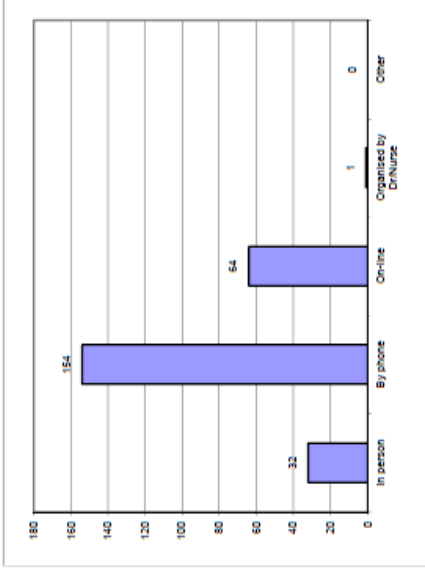
2011-12



Ifield Medical Practice Patient Survey

How do you normally book your appointments in the surgery?

In person	32	13%
By phone	154	61%
On-line	64	25%
Organised by Dr/Nurse	1	0%
Other	0	0%
Total	251	



Did you know you could book on-line?

Yes	203	84%
No	38	16%
Total	241	

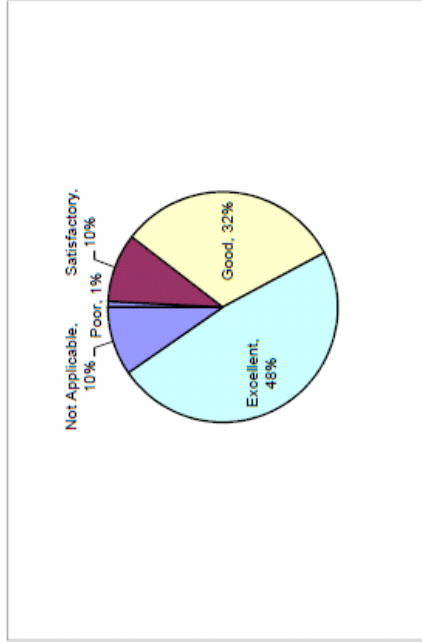
Ifield Medical Practice Patient Survey

Ordering a Prescription

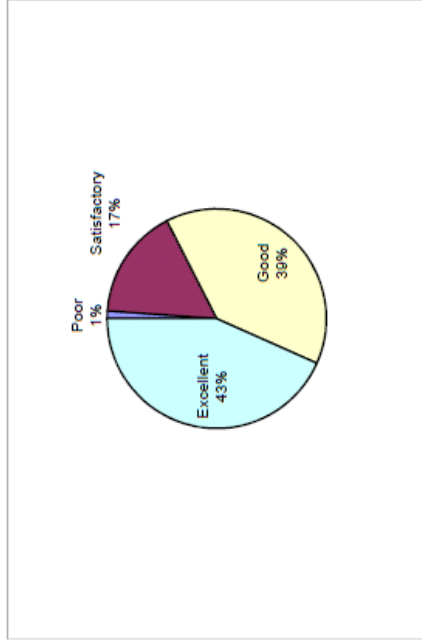
How would you rate the surgery on:

Rating	Count	Percentage
Poor	2	1%
Satisfactory	24	10%
Good	79	32%
Excellent	120	48%
Not Applicable	24	10%
Total	249	

2012-13

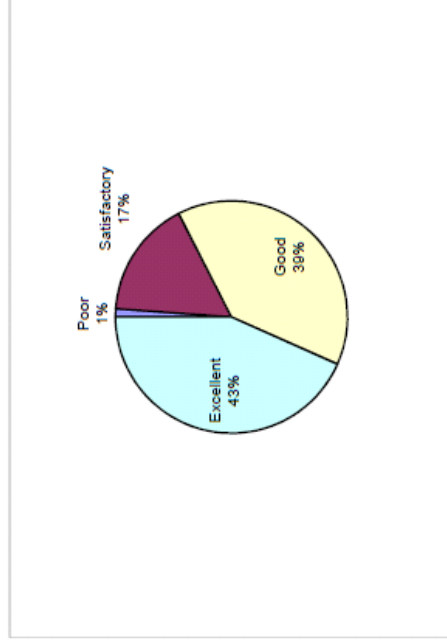
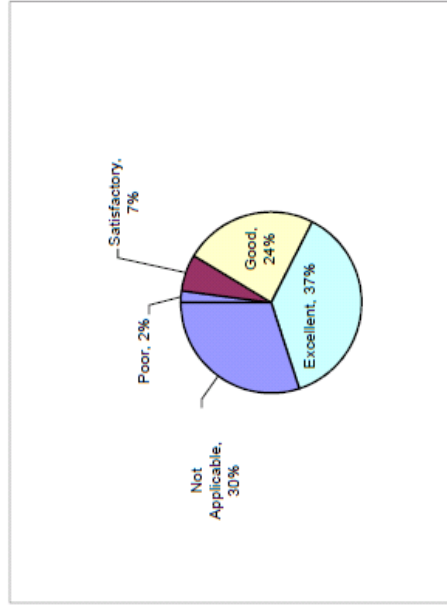


2011-12



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

Rating	Count	Percentage
Poor	5	2%
Satisfactory	16	7%
Good	58	24%
Excellent	91	37%
Not Applicable	73	30%
Total	243	



Ifield Medical Practice Patient Survey

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

Yes	184	76%
No	57	24%
	241	



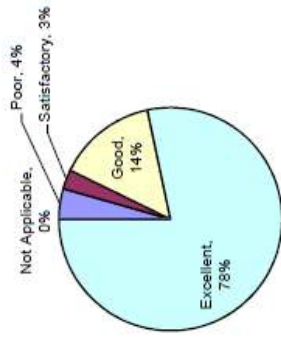
Ifield Medical Practice Patient Survey

Your most recent appointment

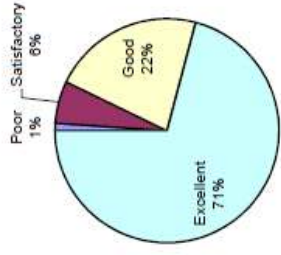
The doctor's ability to listen to and understand your problems and concerns

Poor	11	4%
Satisfactory	7	3%
Good	36	14%
Excellent	195	78%
Not Applicable	0	0%
	249	

2012-13

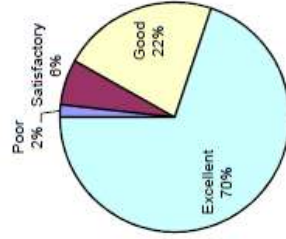
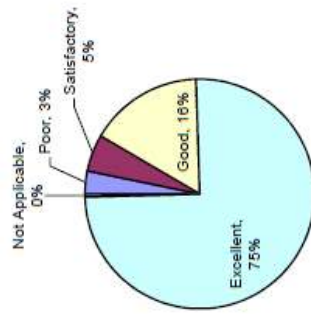


2011-12



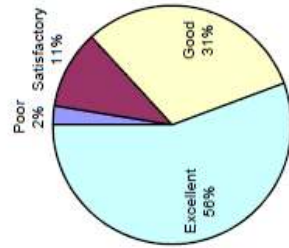
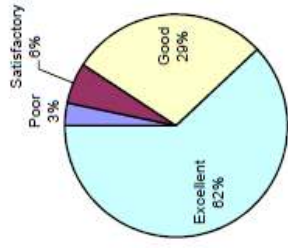
The doctor's ability to explain your problem to you or any treatment you might need

Poor	8	3%
Satisfactory	13	5%
Good	40	16%
Excellent	187	75%
Not Applicable	1	0%
	249	

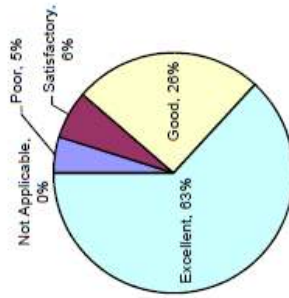
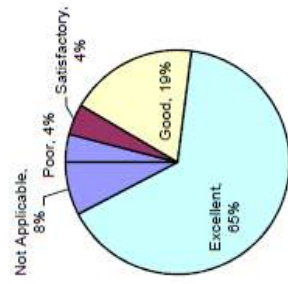


Ifield Medical Practice Patient Survey

2011-12



2012-13



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

Poor	10	4%
Satisfactory	11	4%
Good	46	19%
Excellent	162	65%
Not Applicable	19	8%
	248	

The amount of time the doctor spent with you

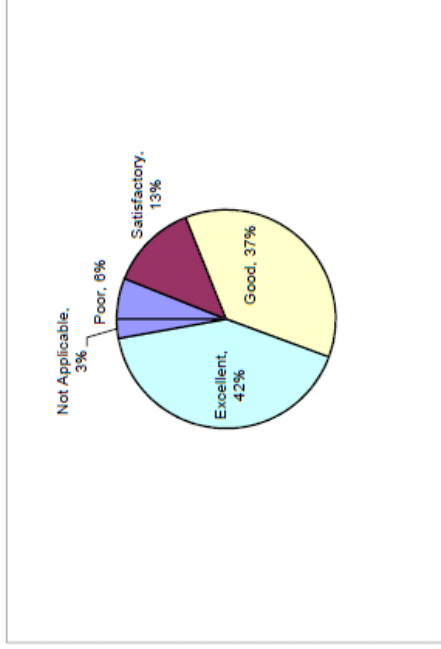
Poor	12	5%
Satisfactory	16	6%
Good	63	26%
Excellent	156	63%
Not Applicable	0	0%
	247	

Ifield Medical Practice Patient Survey

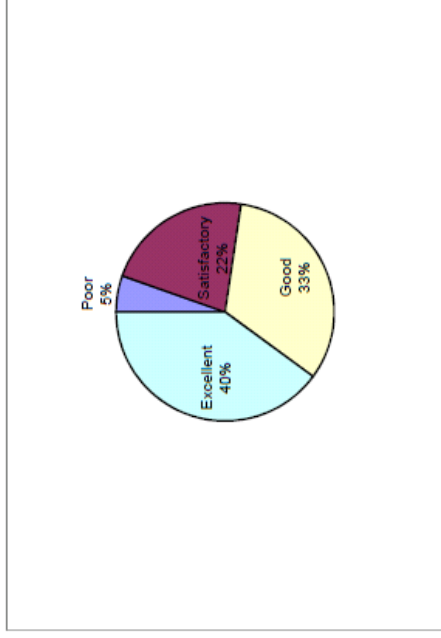
The amount of time after your allocated appointment time that you waited to be seen

Poor	15	6%
Satisfactory	32	13%
Good	91	37%
Excellent	103	42%
Not Applicable	7	3%
	248	

2012-13

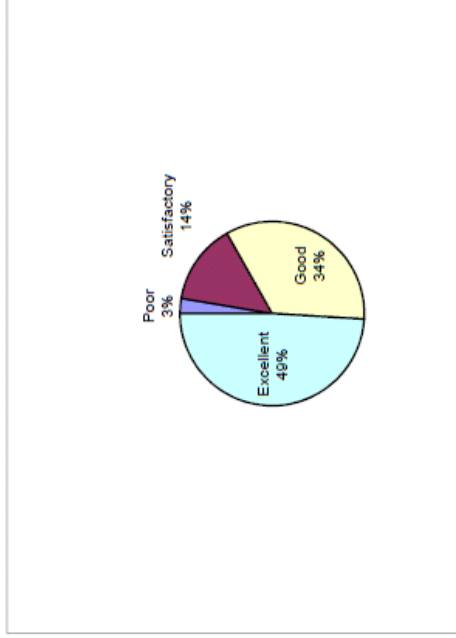
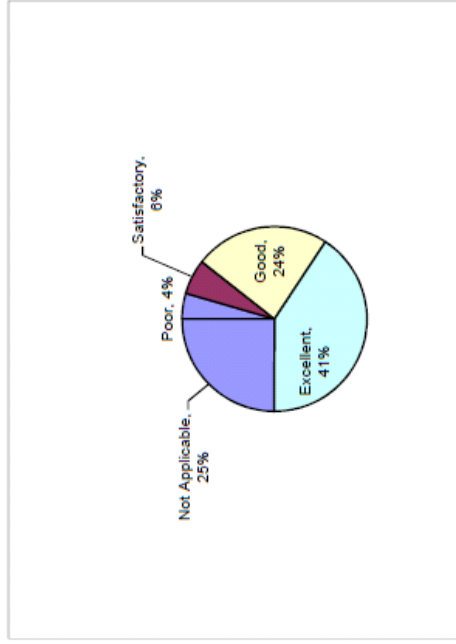


2011-12



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

Poor	11	4%
Satisfactory	15	6%
Good	58	24%
Excellent	100	41%
Not Applicable	61	25%
	245	

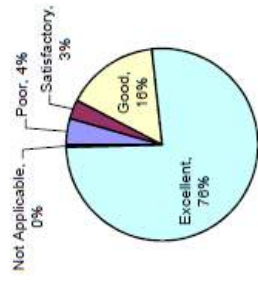


Ifield Medical Practice Patient Survey

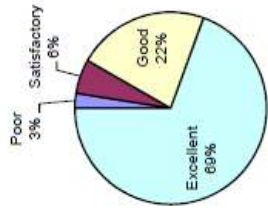
Your overall satisfaction with the doctor you have seen most recently

Poor	11	4%
Satisfactory	8	3%
Good	39	16%
Excellent	190	76%
Not Applicable	1	0%
	249	

2012-13

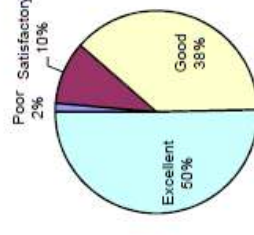
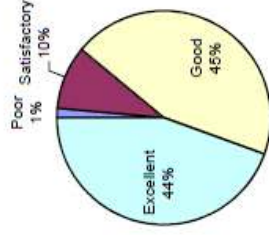


2011-12

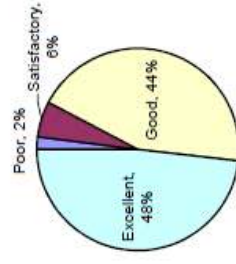
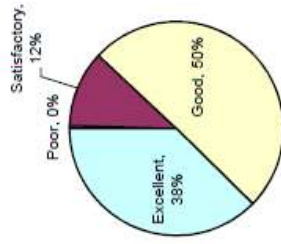


Ifield Medical Practice Patient Survey

2011-12



2012-13



How would you rate the range of services available?

Poor	1	0%
Satisfactory	27	12%
Good	118	50%
Excellent	88	38%
	234	

How would you rate your overall satisfaction with the Practice?

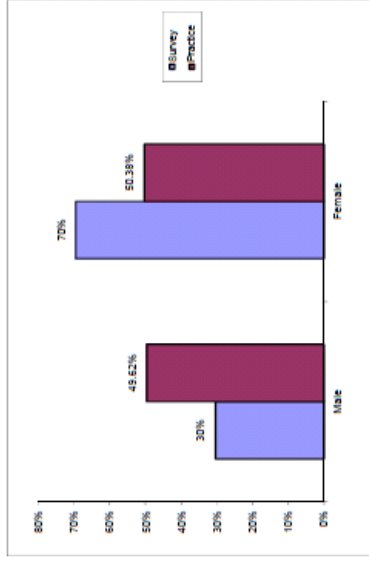
Poor	5	2%
Satisfactory	14	6%
Good	109	44%
Excellent	119	48%
	247	

Ifield Medical Practice Patient Survey

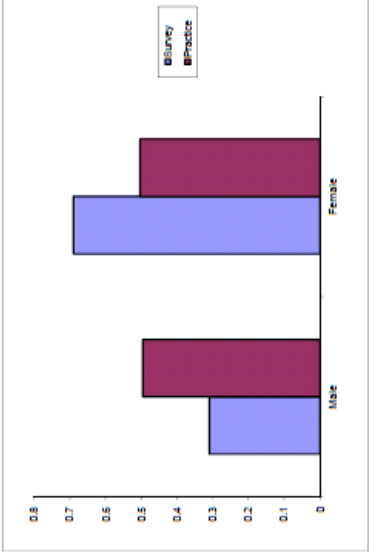
Respondents

	Survey	Practice
Male	73	49.62%
Female	167	50.38%
	240	

2012-13

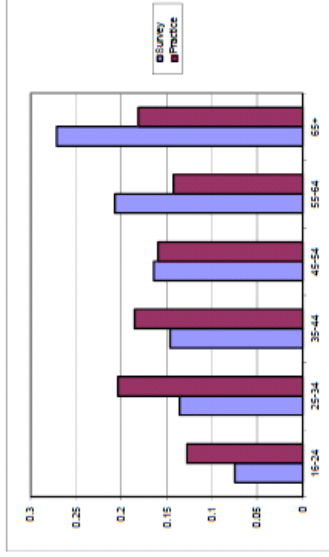
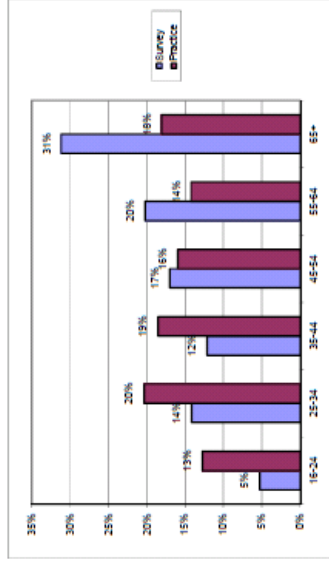


2011-12



Age range

Age range	Survey	Practice
16-24	13	5%
25-34	35	14%
35-44	30	12%
45-54	42	17%
55-64	50	20%
65+	77	31%
	247	



Ifield Medical Practice Patient Survey

Ethnicity	Survey	Practice
White - British Group	217	86.1%
White - Irish	12	4.8%
Asian/Asian British - Indian	3	1.2%
Asian/Asian British - Pakistani	6	2.4%
Asian/Asian British - Bangladeshi	0	0.0%
Black/Black British - Caribbean	0	0.0%
Black/Black British - African	0	0.0%
Chinese	1	0.4%
Mixed - White & Black Caribbean	0	0.0%
Mixed - White & Black African	0	0.0%
Mixed - White & Asian	1	0.4%
Other Ethnic Group	7	2.8%
Not recorded/refused to disclose	5	2.0%
	252	7.8%

Ethnicity was not measured in 2011-12