

Birdhurst Medical Practice
Patient Participation Group

Annual Report 2013/2014

The Birdhurst Medical Practice PPG has been running for the last 3 years, it has approximately 30 members in the group. Ages of the members range from approx 45 – 75, with an equal mix of males and females and all ethnicities. The group are from very varied backgrounds, some are working and some retired.

Our PPG is encouraged at registration, advertised on our website, newsletters and within the waiting room.

Health factors which affect our practice are **Cardiology & Diabetes** which are represented by members within the group. In fact we have had talks at our PPG meetings with the Cardiac Nurse and Dietician.

The patient survey was discussed at the beginning of the year (following the results of the previous survey) and the PPG decided that we should run the same questions this year so that the results can be compared year on year.

It was decided that the survey should be handed out at the same time of year – December 2013 and January 2014. Reception will be handing out the survey and patients asked to put the results in the box.

Results of the survey are as follows:

1. How do you rate the way that you are treated by the receptionists at the practice?

	2013/14 Results	2012/13 Results
Poor	0%	0%
Fair	4%	0%
Good	8%	30%
Very Good	24%	50%
Excellent	64%	20%

2. How would you rate the hours that the practice is open for appointments?

	2013/14 Results	2012/13 Results
Poor	0%	0%
Fair	12%	10%
Good	28%	30%
Very Good	24%	50%
Excellent	36%	10%

3. Thinking of the times that you would like to see a particular doctor (routine appointment), how quickly can you see that doctor?

	2013/14 Results	2012/13 Results
Within 3 days	28%	71%
Within 4-5 days	60%	24%
More than 7 days	12%	5%

4. If you need to see a GP urgently can you be seen on the same day (Urgent Appointment)?

	2013/14 Results	2012/13 Results
Yes	88%	80%
No	12%	10% N/A 10%

5. How do you rate the response time to get through on the phone?

	2013/14 Results	2012/13 Results
Poor	0%	0%
Fair	8%	15%
Good	20%	40%
Very Good	40%	35%
Excellent	28%	10%
N/A	4%	0%

6. How do you rate the ability to speak to a health care professional (doctor, nurse, health care assistant) for any medical advice?

	2013/14 Results	2012/13 Results
Poor	0%	0%
Fair	8%	25%
Good	24%	50%
Very Good	40%	15%
Excellent	28%	10%

The results show a definite improvement year on year, for most questions. They show that our patients are generally happy with our extended hours opening times on a Saturday morning. The doctors start their surgeries at various different times for example 8/8.30am and lunchtime 1.30pm.

Reception now opens all day from 8am – 6.30pm and patients are happy with access to advice all day.

A few comments relating to pressure on the receptionists, we have introduced online appointments and prescriptions via our website so that patients can book in this way rather than calling and speaking to a receptionist.

The only result that has not improved is the waiting times for routine appointments; however the doctors are aware of the increased waiting times for appointments and offering telephone consultations for patients unable to wait for clinical advice.

The results of the Survey will be discussed at the April PPG meeting, when we also decide the survey for next year 2014/2015.