

BULBANKS MEDICAL CENTRE

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DR K S NANDRA

Patient Participation Group Report March 2012

The Bulbanks Medical Centre Patient Participation Group currently has 5 members. 3 female and 2 male, all are middle aged white British or Irish. Although the current membership of the group is not reflective of our patient population with our new website soon to be launched we are hoping to recruit new members from the younger community and be accessible for working patients to participate virtually. The group are also thinking of ideas to involve the housebound.

The practice has targeted patients it knows has an interest in their own health and would therefore be more forward thinking when it comes to the health and well being of others. Leaflets about PPG's have been placed in the surgery and a poster is up on the wall by reception displaying the date and time of the next meeting welcoming any new members to attend.

During our first meeting we discussed what having a Patient Participation Group would mean to the surgery and its patients. We agreed to invite the Patient & Community Engagement Officer along to our next meeting to fully explain PPG's & the way forward. We looked at 3 examples of practice surveys. The PPG members agreed they wanted to look at access and communication for patients so the questionnaire was designed to reflect these using questions from all 3 surveys. The PPG members were very aware that small manageable changes would have a greater impact and therefore wanted to concentrate on problem areas they felt they could help improve. 100 surveys were handed out to all patients willing to participate and 72 returned fully completed.

The PPG met again to review the results that have been analysed on an excel spreadsheet to show where the surgery scored well and where concerns were highlighted. The survey and results are attached.

Positive responses

Very welcoming & very clean

Appointment times were met and clinician took an interest in them

Not so positive

Patients did not know how to make a complaint

Patients also commented on how they would like to view / receive information from the surgery.

Priorities highlighted for action:

- New poster explaining how to make a complaint
- New notice board for the PPG
- New quarterly / seasonal newsletter – The practice will have copies in the surgery, on the website and post to housebound patients.
- A comments & suggestions box for reception
- Recruit more members to join the PPG – With the new website we will now be able to recruit virtual members
- 12 % of patients had difficulty getting through on the telephone – A new questionnaire regarding telephone access to be compiled for 2012 /13

The new website will enable the surgery & PPG to have more control over the content and will speed up the process when changes are needed.

Action Plan			
<u>Area</u>	<u>Action required</u>	<u>Lead</u>	<u>Timeframe</u>
Q10 How to make a complaint.	New notices for waiting room & a dedicated section on newsletter	Notices – Viv Newsletter - All	Notices – Immediate Newsletter – April 2012 (Spring)
Q11 Receiving information from the practice.	A new notice board to be purchased on behalf of the PPG	Viv & Denise	April 2012
	A comments & suggestions box to be placed to the reception area	Viv & Denise to source	April 2012
	Newsletter	All – items to be discussed during our April meeting	April 2012
Q2 Getting through on the telephone.	Questionnaire looking closer at telephone access	All	2012/2013

Surgery Opening times

Receptionists are available daily from 8am until 6.30pm.

Appointments can be booked up to 4 weeks in advance.

On the day appointments can be booked from 8am. (Please note these are limited.)

For emergencies if we do not have any appointments available the receptionist will take a message. The message will include your symptoms and a contact number. The receptionist will then be able to get back to you with advice from the Doctor.

This may be:-

- Telephone advice
- An appointment at the end of surgery
- A telephone consultation

Bulbanks Medical Centre offer appointments from 6.30pm – 7.30pm on a Monday evening under the extended hours access scheme.

Bulbanks Medical Centre

This questionnaire has been developed with the help of the Bulbanks Medical Centre Patient Participation Group, as a way of finding out patient's experiences, ideas and suggestions, with the hope of improving services for the future.

To find out more about the PPG please ask to speak to Viv or Denise.

All of your feedback will be anonymous, and we do not require you to tell us any personal information.

Q1: When was the last time you visited the GP surgery?

Within the last week	28 %
Within the past month	24 %
Last 2-3 months	30 %
Last 4-5 months	7 %
Last 6-7 months	2 %
Last 8-9 months	0 %
Last 9-11 months	2 %
More than 12 months	5 %
More than 2 years ago	2 %

Q2: How did you find getting through on the telephone?

Very good	19 %
Good	58 %
Poor	12 %
Very poor	7 %
Don't know	7 %

Q3: The last time you tried to see the doctor, were you able to get an appointment on the same day or in the next two working days that the surgery was open?

YES	77 %
NO	21 %
Can't remember	2 %

Q4: If you weren't able to be seen during the next two working days that the surgery was open, what was the reason?

There weren't any appointments	26 %
Times offered didn't suit	7 %
Appointments was with a Dr I didn't want to see	7 %
A nurse was free but I wanted to see the Dr	2 %
Another reason	0 %
Wasn't given a reason	2 %
Can't remember	2 %

Q5: Was your appointment time met?

YES	75 %
NO	25 %
Can't remember	0 %

Q6: How did you find parking facilities at the surgery?

Very Good	10 %
Good	43 %
Poor	10 %
Very poor	10 %
Didn't drive	27 %

Q7: How did you find the reception area?

Very clean	60 %
Clean	40 %
Dirty	0 %
Very dirty	0 %

Q8: How would you describe the reception staff?

Very welcoming	50 %
Welcoming	50 %
Unwelcoming	0 %
Very unwelcoming	0 %

Q9: Please tell us how you feel about the following statements?

	Strongly agree	Agree	Disagree	Strongly disagree
The clinician took an interest in what I	55 %	38 %	0 %	0 %

was presenting to them.				
My problem or treatment was explained in full.	52 %	31 %	5 %	0 %
I understood what I was being told.	52 %	33 %	5 %	0 %
I felt content knowing that I had an input in the kind of treatment I would be receiving.	52 %	33 %	5 %	5 %
The cleanliness of the clinician's room was of a high standard.	62 %	29 %	0 %	0 %

Q10: Do you know how to make a complaint, suggestion or comment regarding the Doctors' Surgery?

YES	31 %
NO	67%

Q11: Which of the following ways would you like to receive information from your practice? (Please tick all that apply.)

Website	24 %
Telephone	24 %
Newsletter	19 %
Email	19 %
Notice Board	9 %
Text message	4 %
Other please write here..... Via the post	

Q12: What is your gender?

Male	57 %
Female	43 %

Q13: How old are you?

Under 18	0 %	35 - 44	21 %	65- 74	24 %
18 - 24	2 %	45 - 54	19 %	75 - 84	9 %
25 - 34	5 %	55 - 64	19 %	85 & over	0 %

Q14: Do you have any disabilities? (Please tick all that apply.) 41 %

Learning disabilities / difficulties	
Hearing impairment	22 %
Vision impairment	17 %
Mental health condition	9 %
Speech impairment	0 %
Long standing illness	48 %
Physical impairment	4 %
I prefer not to say	14 %
I do not have a disability	45 %
Other... please write here... COPD	

Q15: What is your ethnic group?

A: White

British	71 %
Irish	5 %
Any other white background	

B: Mixed

White & Black Caribbean	
White & Asian	
White & Black African	
Any other Mixed background	

C: Asian or Asian British

Indian	7 %
Pakistani	
Bangladeshi	
Any other Asian background	

D: Black or Black British

Caribbean	2 %
African	7 %
Any other Black background	2 %

E: Chinese or other ethnic group

Chinese	
Any other ethnic group	

Thank you for your time.