

**Steppingstones Medical Practice**

**Patient Participation Group**

**Patient Survey 2013 - 2014**

## Patient Participation DES 2013/14

### Component 6: Actions & Achievements

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- B. See pages 4 & 5
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- D. See page 6
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- F. See Page 7
- G. See pages 8, 9 & 10
- H. First bullet point See page 7  
Second bullet point See page 5
- I. See Practice & Choices website;

<http://www.steppingstonesmedicalpractice.co.uk/>

<http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=40822>

## **How our Patient Group Represents** **STEPPINGSTONES MEDICAL PRACTICE**

Our PPG is currently represented by five members;

### **Gordon O'Connor PPG Chair**

On Monday 12 Decemeber 2011 at a meeting held at the surgery of the newly formed Patients Participation Group I was elected Chairperson, a position I was delighted to accept.

I am Gordon James O'Connor born in Dudley. I attended St Mary's infants and Junior at Hurst Hill. Sedgley and then Manor Secondary Modern, Coseley. I joined the armed forces in 1963, serving in the UK, Malaysia and Germany. I married Patricia in 1969 at St Francis Church on The Priory.

Following a career in the forces I served in the West Midlands Police until 1999. I then became the Site Manager at St Marks Primary School, Pensnett in 2009.

### **Deirdre Haddock - PPG Co-Chair**

Hello my name is Deirdre Haddock. I am married to Michael and we have three grown-up children and one grandson. I have been with the practice for many years, moving with them from various sites to the current Steppingstones practice.

### **Jean Beard - PPG Secretary**

My name is Jean Beard and I have been a patient at this practice for 60 years. I have spent my working life in the Medical profession. I have worked in General Practice for a Consultant Psychiatrist, 10 years for a Consultant Radiologist, Managed the X-Ray department at the Guest Hospital, 16 years managing a large Health Centre and became one of the first GP Fundholding Managers in the Country. In 1992 I joined Drs Welch, Khan and Spiers to prepare the practice for their application to be a Fundholding Practice, I stayed for five years.

I am married with 3 sons, 7 grandchildren and 1 great grandchild. I am also the secretary of Wolverhampton Musical Comedy Company and for one day a week I volunteer for Dudley Cancer Support.

### **Christine Rich - PPG Member**

### **Anthony Bodin - PPG Member**

On the next page you can see how the current members fit in to the Surgeries demographics.

Here we can demonstrate how the PRG is representative of the Practice:					
Practice population profile		PRG profile		Difference	
<b>Age</b>					
% under 16	<b>17.74%</b>	<b>(1136 out of 6405)</b>	% under 16	<b>0%</b>	
% 17 - 24	<b>8.76%</b>	<b>(561)</b>	% 17 – 24	<b>0%</b>	
% 25 - 34	<b>11.98%</b>	<b>(767)</b>	% 25 – 34	<b>0%</b>	
% 35 - 44	<b>12.60%</b>	<b>(807)</b>	% 35 – 44	<b>0%</b>	
% 45 - 54	<b>12.68%</b>	<b>(812)</b>	% 45 – 54	<b>0%</b>	
% 55 - 64	<b>10.43%</b>	<b>(668)</b>	% 55 – 64	<b>33.33%</b>	<b>(2)</b> (out of 5)
% 65 – 74	<b>7.51%</b>	<b>(481)</b>	% 65 – 74	<b>33.33%</b>	<b>(2)</b>
% 75 – 84	<b>6.67%</b>	<b>(427)</b>	% 75 – 84	<b>16.67%</b>	<b>(1)</b>
% Over 84	<b>2.76%</b>	<b>(177)</b>	% Over 84	<b>0%</b>	
<b>Ethnicity</b>					
<b>White</b>		<b>White</b>			
% British Group	<b>65.17%</b>	% British Group	<b>83.33%</b>	<b>(5)</b>	
% Irish	<b>0.31%</b>	% Irish	<b>0%</b>		
<b>Mixed</b>		<b>Mixed</b>			
% White & Black Caribbean	<b>5.93%</b>	% White & Black Caribbean	<b>0%</b>		
% White & Black African	<b>2.45%</b>	% White & Black African	<b>0%</b>		
% White & Asian	<b>0.34%</b>	% White & Asian	<b>0%</b>		
<b>Asian or Asian British</b>		<b>Asian or Asian British</b>			
% Indian	<b>4%</b>	% Indian	<b>0%</b>		
% Pakistani	<b>7.68%</b>	% Pakistani	<b>0%</b>		
% Bangladeshi	<b>0.12%</b>	% Bangladeshi	<b>0%</b>		
<b>Black or Black British</b>		<b>Black or Black British</b>			
% Caribbean	<b>4.36%</b>	% Caribbean	<b>0%</b>		
% African	<b>1.90%</b>	% African	<b>0%</b>		
<b>Chinese or other ethnic Group</b>		<b>Chinese or other ethnic Group</b>			
% Chinese	<b>0.25%</b>	% Chinese	<b>0%</b>		
% Any other	<b>1.58%</b>	% Any Other	<b>0%</b>		
<b>Gender</b>					
% Male	<b>52.22%</b>	<b>(3345)</b>	% Male	<b>40%</b>	<b>(2)</b>
% Female	<b>47.78%</b>	<b>(3060)</b>	% Female	<b>60%</b>	<b>(3)</b>

Unfortunately the PPG does not fully represent the overall Practice population. This is something the group has always strived to change as they are aware they are only representing a small fraction of the patients. The group has previously attempted to reach out to the wider community of Steppingstones for new members but they have found it to be a difficult task. They are always looking for new ways to speak out to the diverse mix of patients we have.

This can be seen in the following PPG minutes from the 19 June 2013 where the group would like to have the PPG newsletter translated into other languages.

**STEPPINGSTONES MEDICAL PRACTICE**  
**PATIENTS' PARTICIPATION GROUP**

Minutes of the Group Committee Meeting held on Wednesday 19<sup>th</sup> June 2013 at Steppingstones Medical Practice, Dudley.

**Present:**

Chairperson: Gordon Connor  
Deputy Chairperson: Deirdre Haddock  
Secretary: Jean Beard  
Members: Christine Rich,  
Practice Rep: Joanne Green & David Field

**Apologies:** Tony Bodin

Minutes of the last meeting:

**Matters arising – Not covered by the Agenda:**

**Information:**

Joanne Green, Practice Manager, addressed the meeting and informed the PPG Dr Spiers would be retiring earlier than was originally planned. She also informed the committee that from 1<sup>st</sup> July 2013 Dr Rashid would be the Senior Partner in the practice.

The practice would be actively looking for another GP to join the practice. This information was strictly confidential and not to be divulged to anyone else at this time.

Unfortunately the surgery was very busy this morning and Dr Rashid was not able to attend the meeting. Joanne would arrange another suitable time for Dr Rashid.

**Newsletter:**

Item for next newsletter – Profile and photograph of Dr Rashid.

Illustrate costs to practice of attendance at A & E Unit at hospital.

**We would explore the possibility of the newsletter also being in other languages. We would need help with producing this. Chris would ask some of her contacts to see if they could help.**

**Website:**

David said that the surgery was exploring the possibility of booking appointments on line. There would be training involved. Members of the committee offered to help in any way they could and would be prepared to undergo the training. David to keep committee informed of progress for this.

**Forward Planning:**

Various topics were discussed.

**Any Other Business:**

Committee were concerned re the unreliability of the television in the waiting room. David explained the difficulties and hoped that they would soon be rectified.

**The date of the next meeting:- Meeting to check and sign off draft newsletter.**

Wednesday 19<sup>th</sup> August 2013 at 11am. At Steppingstones.

Committee: Wednesday 21<sup>st</sup> August 2013 @ 11am/Steppingstones

## **Creating and undertaking the survey**

### **How were the priorities set?**

The group decided that the questions asked needed to represent the problems that they had experience with the Surgery over the years in order to see if they were concerns shared by other patient's e.g. waiting times.

### **How were the questions drawn up?**

Each member contributed with a question that would help understand and determine the problems faced by patients when attending the practice.

### **How was the survey conducted?**

Members of the Group had been in the Waiting Room completing the questionnaires with patients arriving during the day and it was felt that the results covered a selection from all the ages attending surgeries.

### **What were the results of the survey?**

There were very few gripes and a great deal of satisfaction regarding all the services offered at Steppingstones and in fact the practice offered services that quite a lot of patients were not aware of.

A full list of the results can be found on the following link to the Surgeries website and on pages 8, 9 and 10 of the report;

<http://www.steppingstonesmedicalpractice.co.uk/ppg-information.asp>

## **Creating and signing off the action plan**

### **How was the PPG consulted on the proposed action plan?**

Through one of the groups scheduled meetings once the survey had been completed.

### **Are there any aspects that were not agreed?**

None

### **Are there any contractual considerations to the agreed actions?**

None

### **What was the agreed action plan?**

The full Action Plan can be found on the following link to the Surgeries website and on page 7 of the report;

<http://www.steppingstonesmedicalpractice.co.uk/ppg-information.asp>

## 79 patients took part

Outcome of Survey	Possible Course of Action	Action Agreed	Action by Whom
1. Over half of the patients who took part in this year's survey stated that they find the surgeries receptionists very helpful. Although we do recognise that there is always room for improvement as 4% still found the staff less than helpful	To make sure that every patient who requires our help is looked after with the up-most care & professionalism	Work on any retraining the staff may require in order of improving the service we offer at the surgery.	SSMP Staff & Management
2. 54% of the patients that took part in this survey stated that they have to wait between 15 – 30 minutes to see the GP & that 44% of the patients are not told by the reception staff the GP is running late	Not all patients that see the GP's come with a single problem so the doctor cannot rush their clinic but we do appreciate that informing the waiting patients is important.	To make sure if a GP is running late to inform their patients regularly of the current waiting time as they check-in.	SSMP Reception Staff
3. Close to half of the patients involved in this survey stated that they would be interested in booking future appointments on-line	To advertise the On-line appointment system we already have in place through the practice newsletter, PPG notice board & PPG events	To continue promoting the On-line appointment system through the Practice newsletter, PPG notice board situated in the reception area & through PPG events such as their PPG surgery	PPG Members & SSMP Management
4. The questionnaire listed the number of services that the practice offers to its patients from here we asked whether patients were aware of these services in which 47% were completely unaware.	To make sure that we promote our specialised clinics & services more frequently.	To highlight our clinics & services more thoroughly on the practice website, newsletter & leaflet.	SSMP Management & PPG Members
5. Almost half of the participants of this survey where still unaware that they are able to ask for a chaperone when they see the GP	Even though there are posters in every consulting room offering a chaperone if required we could obviously make it more apparent that a chaperone can be made available on request.	To highlight even more that chaperones can be requested by patients.	SSMP Staff & Management

Total Number of Patients who took part =

79

**1. Gender**

Male	Female	No Answer
23	53	3
%	%	%
29%	67%	4%

**2. Age Group**

16-29	30-49	50-70	Over 70	No Answer
10	31	22	11	5
%	%	%	%	%
13%	39%	28%	14%	6%

**3. In the Reception Area can other patients overhear what you say to the Receptionist?**

Yes But Don't Mind	Yes & Not Happy	No	Don't Know
45	14	11	9
%	%	%	%
57%	18%	14%	11%

**4. How helpful do you find the Receptionists at surgery?**

Very	Fairly	Not Very	Not at All	No Answer
45	26	3	0	5
%	%	%	%	%
57%	33%	4%	0%	6%

**5. How long after your appointment time do you normally wait to be seen?**

Seen on Time	5 - 15 minutes	15 - 30 Minutes	More Than 30 Minutes	Can't Remember
17	43	16	2	1
%	%	%	%	%
22%	54%	20%	3%	1%



**6. If the Doctor is running late are you notified by Receptionist?**

<b>Yes</b>	<b>No</b>	<b>No Answer</b>
29	35	15
<b>%</b>	<b>%</b>	<b>%</b>
37%	44%	19%

**7. If you no longer need your appointment do you remember to cancel it?**

<b>Yes</b>	<b>Sometimes</b>	<b>Never</b>
70	8	1
<b>%</b>	<b>%</b>	<b>%</b>
89%	10%	1%

**8. How do you normally book your appointments at the Surgery?**

<b>In Person</b>	<b>By Telephone</b>	<b>In Writing</b>
11	68	0
<b>%</b>	<b>%</b>	<b>%</b>
14%	86%	0%

**9. Given the opportunity would you like to be able to book your appointments online?**

<b>Yes</b>	<b>No</b>	<b>No Answer</b>
39	32	8
<b>%</b>	<b>%</b>	<b>%</b>
49%	41%	10%

**10. Do you know that the following services are available at the Surgery?**

<b>Yes</b>	<b>No</b>	<b>No Answer</b>
42	37	0
<b>%</b>	<b>%</b>	<b>%</b>
53%	47%	0%

**11. Do you know that you can request a chaperone during your consultation?**

<b>Yes</b>	<b>No</b>	<b>No Answer</b>
46	32	1
<b>%</b>	<b>%</b>	<b>%</b>
58%	41%	1%

**13. Will the new surgery opening times be more convenient for you and your family?**

<b>Yes</b>	<b>No</b>
76	3
<b>%</b>	<b>%</b>
96%	4%

