

**Patient Participation
Group
Questionnaire 2013/2014
And Profile**

Kiveton Park Participation Group Profile

The Patient Participation Group was formed in February 2012 and the group is regularly attended by more than 10 patients, but has up to 20 members that have attended since 2012. The group represents both Kiveton and Harthill practice with a patient list size of over 11,000 patients. The Practice opening hours can be viewed on our website and practice booklet. Appointments can be made over the telephone, in person at the surgery or by using our online service. The Practice also offers appointments under an extended hour's access scheme. This enables patients to be seen on a Tuesday morning from 7am until 8am or on an evening between 6.30pm and 7.00pm by the GP Partners. The practice nurses also see patients under this scheme between 6.30pm and 7.00pm Monday to Friday.

The core committee of three include the chair, vice chair and the treasurer. Men and woman are equally represented within the group and the age range includes a young person at 17 years old up to those of a retirement age. Meetings are on the ground floor of the surgery to allow wheelchair access for members.

Promotion of the group is maintained by using the Practice website, the practice booklet, the reverse side of the repeat prescription and posters placed prominently around the two surgeries.

The group meetings are well attended on a monthly basis. The group also has subcommittees for specific initiatives with a heavy workload.

The group got together with the practice to produce a Practice Questionnaire to find out what patients think about the services provided by the Practice and any improvements they may like. A sub group put the questionnaire together. The questionnaire was distributed in December 2013 and January 2014. 100 questionnaires were posted out to random patients and only 5 were returned. On reflection the group did not enclose a stamped addressed envelope to the patients due to the cost, but realise this left a cost to the patient. Also some patients took the questionnaires away and did not return them. At Kiveton surgery 150 questionnaires were handed out and 84 returned and at Harthill 50

questionnaires were handed out and 20 were returned. A subcommittee met to analyse the report and the findings of the report were discussed at two of the monthly meetings. The sub group met once again with representatives from the practice to develop an action plan. The full questionnaire and results are also posted out on the website.

The general feedback about the Practice was very positive. The practice has tried to answer all the comments made by patients and are listed below:

You asked for a cycle bay - this will be fitted within the next 2 months

You asked for an automatic inside door - unfortunately the surgery bid through the NHS was declined, but we will re apply in April of this year

You asked for easier access to the toilets - the reason reception hand out a key for the toilets is to ensure that the toilets are not vandalised

You asked for a tea/coffee machine - unfortunately there are safety problems that arise from hot liquids in a public space where there are likely to be children

You asked for doctors specialities to be listed - this information is in the Practice Booklet

You asked for Wi-Fi - the NHS will be providing this nationally over the coming year

You asked for longer opening hours - we already provide surgeries that start at 7am and go on till 7pm on certain days of the week. These appointments can be booked with reception.

You asked to be informed of how long you would be waiting at your appointment time- reception now inform patients when the doctor is running 30 minutes late

You asked for a news channel - the television is provided for us by the NHS to give patients Health information

You asked for chairs for patients with bad backs as an alternative to the benches seating in reception - we now have several of these in the waiting room

You said you had difficulty getting through on the phones - we now have four receptionists answering the phones first thing in the morning and on line access for booking appointments

You asked for new signage in the car park - this will be fitted within the next two months

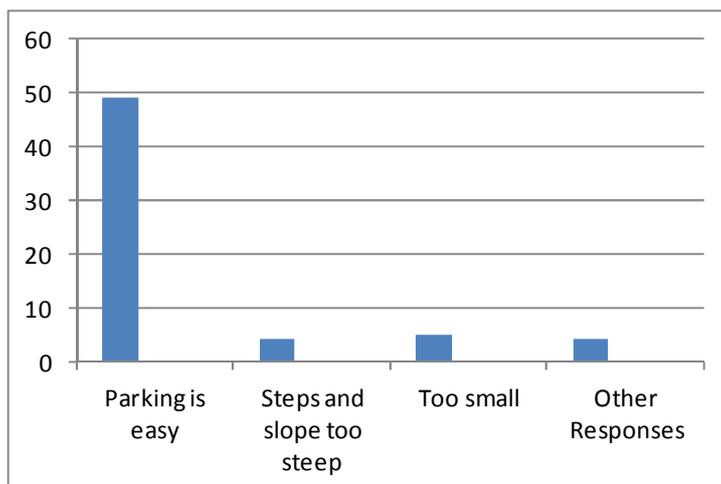
You asked for a bigger car park - this was part of our pharmacy project plan which is now on hold but we hope to be able to look at it again in the next 12 months

Patient Participation Group Patient Questionnaire results for 2013/2014

Summary

100 questionnaires were posted out to random patients, of these 100 questionnaires only 5 were returned of which there were 2 negative comments about the cost of postage. The staff at the practice in Kiveton handed 150 questionnaires out of which 84 were returned, another 50 were handed out at Harthill of which 20 were handed back to us. Not all of the questions were answered and one question confused people in particular, the general consensus from patients was that it was too long.

KIVETON PARK RESULTS



Q1) Car Parking and Access

Do you find car and access to the surgery easy or difficult?

49 patients said parking was easy

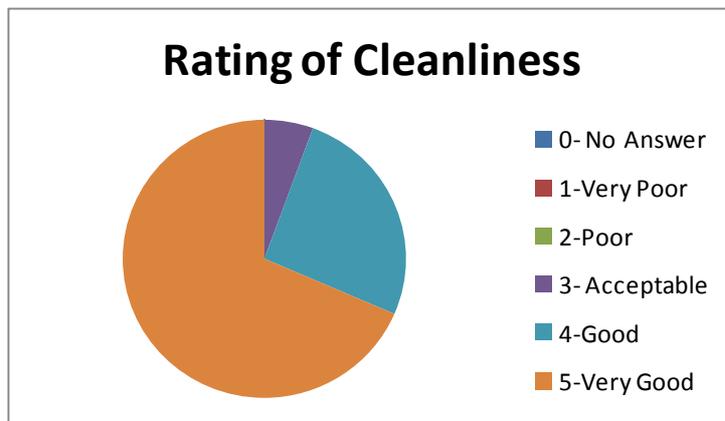
4 patients said the steps and slope were too steep

5 patients said the car park was too small

Other responses were: poor lighting would like a cycle bay and would like two entrances to the car park (in and out)

Q2) Reception

How do you rate the cleanliness of the area rated 1-5?

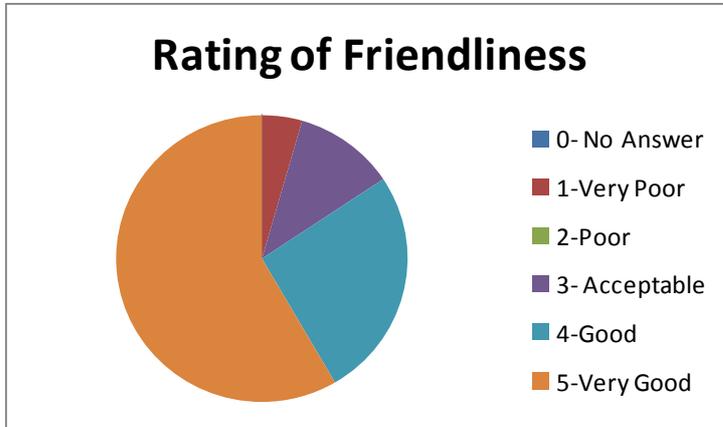


- 69% of patients said the practice cleanliness was very good
- 25% said good
- 6% said acceptable
- 89 people answered this question with 5 answering acceptable, 23 answering good and 61 answering very good

How would you rate the friendliness/ professionalism of the reception staff?

58% of the patients said the friendliness of staff was very good, 26% said good with 11% saying acceptable and only 5% saying very poor.

89 people answered this question with 4 answering very poor, 10 answering acceptable, 23 answering good and 52 answering very good

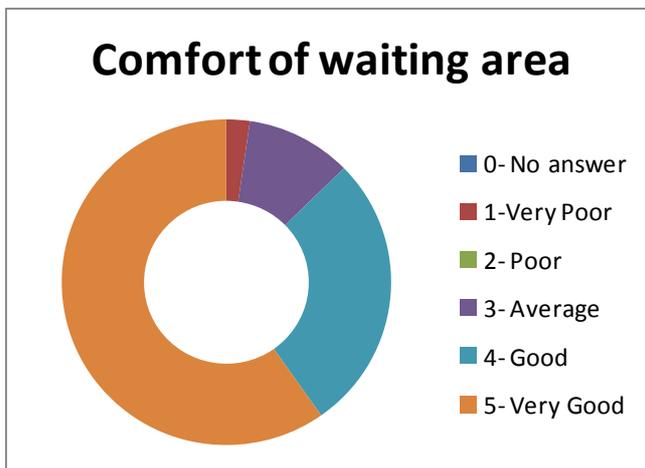


Is there anything we can do to make reception more accessible?

We got 7 replies to this question. The replies included lowering the front desk, inner automated doors, more privacy and stopping the flickering lights.

Q3 The waiting area

Do you find the seating in the reception area comfortable and easy to get out of ?



87 people answered this question. 52 (58%) people said that the comfort of the waiting room was very good, 24 (27%) people said it was good, 9 (11%) said average and 2 (2%) answered very poor. Other comments included: uncomfortable for patients with bad backs, easier access to the toilets, a news channel or radio.

Q4) Medical Staff

Did your GP make you feel part of your treatment?

Everybody answered yes. 83 People answered (100%).

Did your GP listen to you and give you time to mention your concerns?

Everybody answered yes. 83 People answered (100%).

Did your GP explain the treatment being given for your ailment?

Everybody answered yes (100%)

Did your GP make you feel cared for and respected?

Everybody answered yes (100%)

Did your Nurse make you feel part of your treatment?

66 (99%) people answered yes, 1 (1%) answered no

Did your nurse listen to you and give you time to mention your concerns?

66 (99%) people answered yes, 1 (1%) answered no

Did your Nurse explain the treatment being given for your ailment?

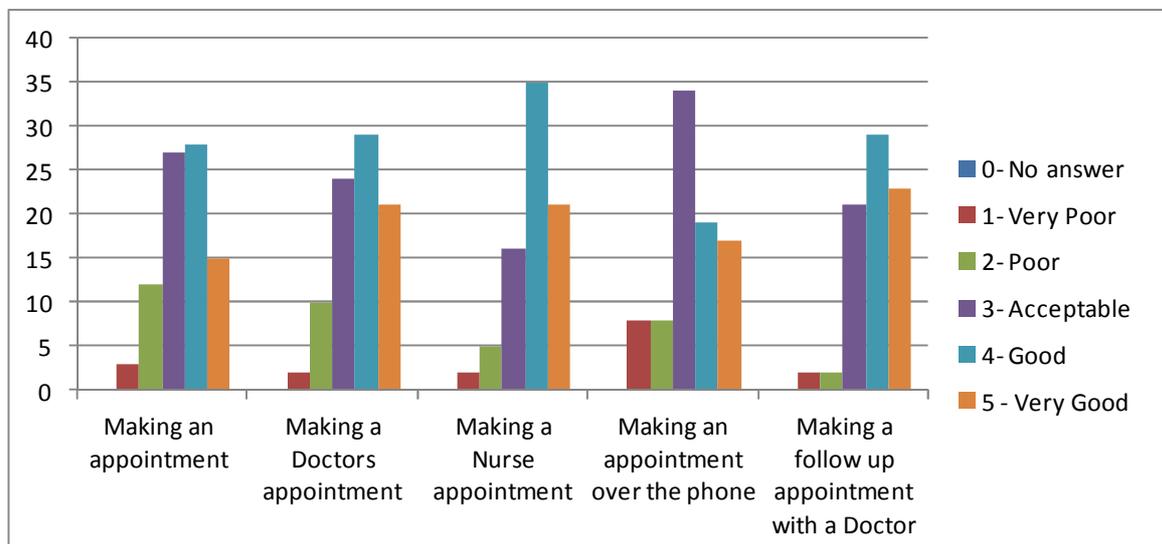
73 (97%) people answered yes, 3 (3%) answered no

Did your Nurse make you feel cared for and respected?

60 (95%) people answered yes, 3 (5%) answered no

Comments included: 1 person said the nurse was not helpful and 1 said it depended which nurse was on duty to whether they felt respected

Q5) Appointments



The graph above shows the results for the first five questions on appointments:

We know making an appointment is not always easy please rate:

- 15 (18%) answered very good
- 28 (33%) answered good
- 27 (31%) answered acceptable
- 12 (14%) answered poor
- 3 (4%) answered very poor

We Know making an appointment with a Doctor is not always easy, please rate:

- 21 (24%) answered very good
- 29 (34%) answered good
- 24 (28%) answered acceptable
- 10 (12%) answered poor
- 2 (2%) answered very poor

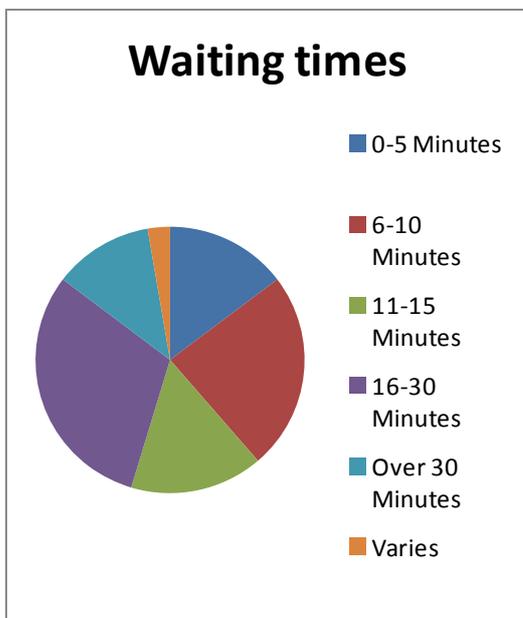
We Know making an appointment with a Nurse is not always easy, please rate:

- 21 (27%) answered very good
- 44 (44%) answered good
- 16 (20%) answered acceptable
- 5 (6%) answered poor
- 2 (3%) answered very poor

We Know making an appointment over the phone is not always easy, please rate:

- 17 (20%) answered very good
- 19 (22%) answered good
- 34 (40%) answered acceptable
- 8 (9%) answered poor
- 8 (9%) answered very poor

Please rate the ease of making a repeat appointment with a Doctor:



- 23 (30%) answered very good
- 29 (37%) answered good
- 21 (27%) answered acceptable
- 2 (3%) answered poor
- 2 (3%) answered very poor

Approximately how long do you wait for an appointment time?

75 people responded to this question. 11 (15%) people said it was less than a five minutes wait, 18 (24%) said between five and ten minutes, 12 (16%) said between eleven and fifteen minutes, with 23 (30%) saying between sixteen and thirty minutes and 9 (12%) saying over 30 minutes. 2 people (3%) said it varied.

What would you want to change to improve the experience of visiting your GP/Nurse?

- People would like to know the doctors specialities
- 8 people said less waiting times
- 2 people said more than one person on the front desk
- 3 people said they would like to be informed how long they have to wait
- 1 person said more flexibility for working people

Other comments included, a telephone triage system, providing Wi-Fi in the waiting room, open longer hours and more people manning the phone along with a drinks machine serving tea/coffee.

Q6) Information

Are you aware of the patient participation group?

13 (15%) people answered yes, 70 (85%) answered no
If yes to the above how easy is it to use?
10 (77%) people answered yes, 3 (23%) answered no

Do you think the surgery publishes enough information about the practice and do you know where the information is?

40 (51%) people answered yes, 38 (49%) answered no
If yes to the above question is it easy to understand?
32 (80%) people answered yes, 8 (20%) answered no

Do you think a newspaper (published quarterly) would be helpful in letting patients know what's happening in the practice?

69 (93%) people answered yes, 5 (7%) answered no
5 patients mentioned the cost of a news letter

Q7) Surgery Opening Times

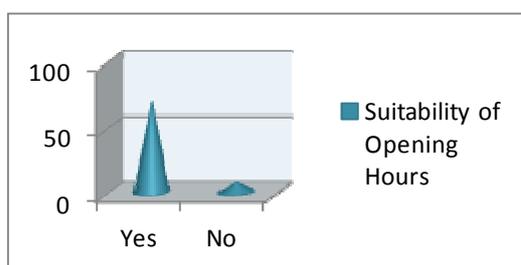
At present the opening times are:

Kiveton Park 08.30am- 6.30pm Monday to Friday

Harthill 08.30am- 12.30pm Monday, Tuesday, Thursday and Friday 8.30am- 3.00pm Wednesday and 4.00pm- 6.00pm Monday and Thursday

Do you find these times appropriate to you?

68 (89%) people answered yes, 8 (11%) answered no

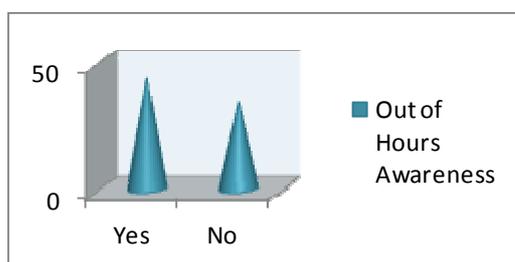


If you answered no to the above question, which times would you prefer to visit the GP and why?

- 7 people said weekends
- 2 said late nights
- 2 said opening earlier

Are you aware how to access Out of Hours services?

43 (56%) people answered yes, 34 (44%) answered no



Other

Gender

Male Patients- 47

Female Patients -43

Age

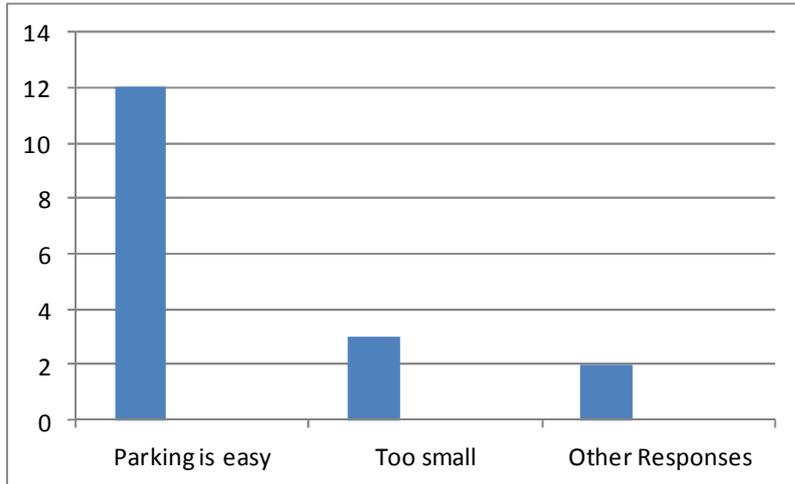
16-24 - 2

25-44 -15

45-64 -25

Additional Comments:

1 patient said the letter they received with the questionnaire was very short and lacked information, plus the cost to the patients to have to return the questionnaire. This patient said they would like more house services instead of having to go to Rotherham or Bassetlaw.



HARTHILL RESULTS

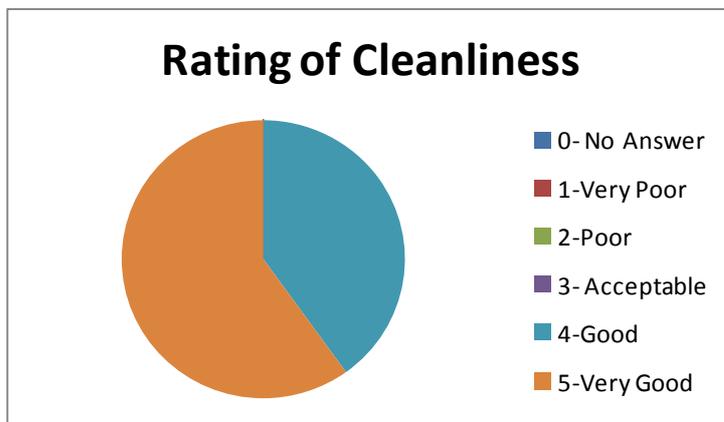
Q1) Car Parking and Access

Do you find car and access to the surgery easy or difficult?

12 patients said parking was easy.
 3 patients said the car park was too small.
 1 said difficult and 1 parked at

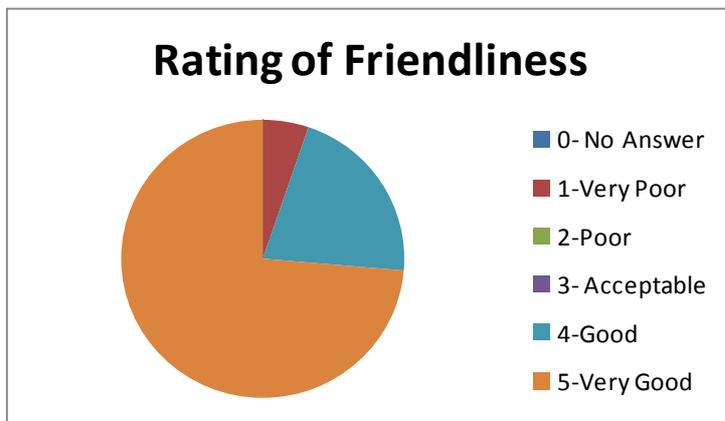
the recreation ground.

Q2) Reception



How do you rate the cleanliness of the area rated 1-5?

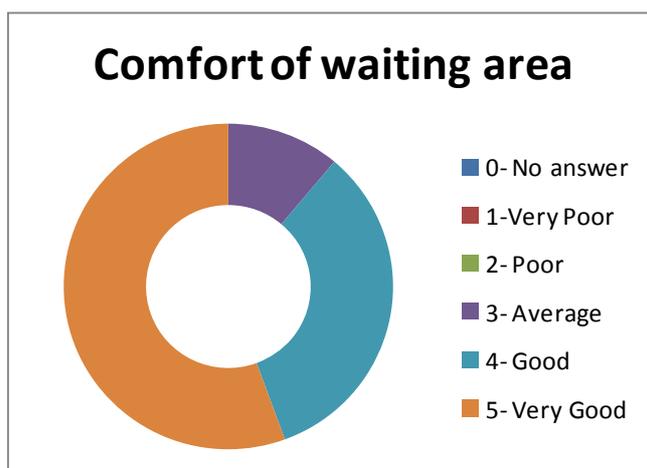
How would you rate the friendliness/ professionalism of the reception staff?



Is there anything we can do to make reception more accessible?

No Comments

Q3) The waiting area



Do you find the seating in the reception area comfy and easy to get out of?

18 people answered this question.

- 10 (56%) people said that the comfort of the waiting room was very good, 6 (33%) people said it was good and 2 (11%) said acceptable.

Some of the comments about the waiting room included:

- To display the GP's rota
- Make the reception area bigger
- Make it more private
- Some people said a news channel would be nice or a radio

Q4) Medical Staff

Did your GP make you feel part of your treatment?

16 (94%) people answered yes, 1 (6%) answered no.

Did your GP listen to you and give you time to mention your concerns?

16 (94%) people answered yes, 1 (6%) answered no

Did your GP explain the treatment being given for your ailment?

16 (94%) people answered yes, 1 (6%) answered no

Did your GP make you feel cared for and respected?

16 (94%) people answered yes, 1 (6%) answered no

Did your Nurse make you feel part of your treatment?

15 (94%) people answered yes, 1 (6%) answered no

Did your nurse listen to you and give you time to mention your concerns?

15 (94%) people answered yes, 1 (6%) answered no

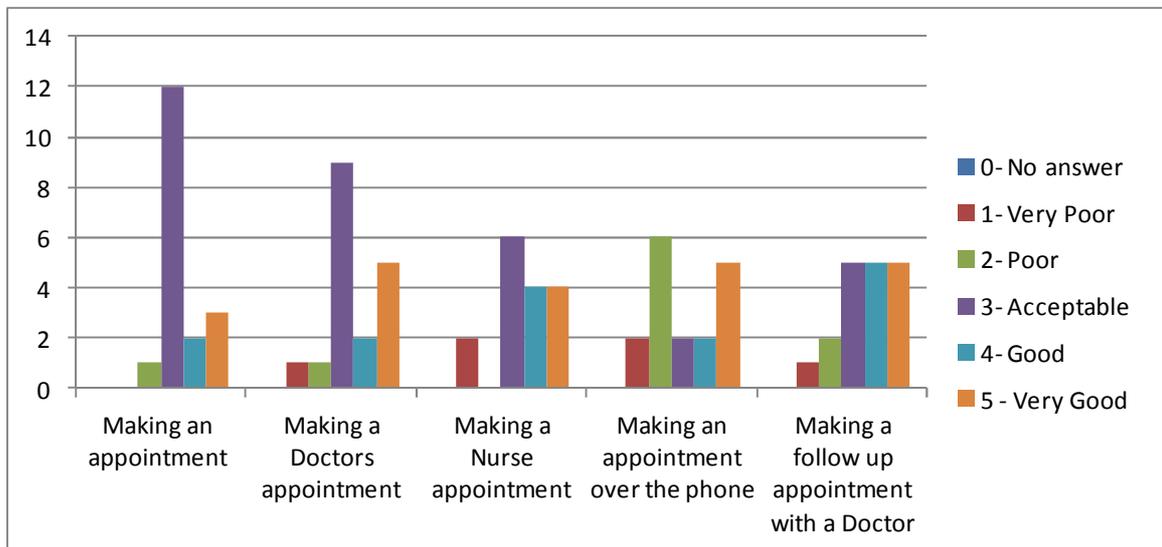
Did your Nurse explain the treatment being given for your ailment?

15 (94%) people answered yes, 1 (6%) answered no

Did your Nurse make you feel cared for and respected?

15 (94%) people answered yes, 1 (6%) answered no

Q5) Appointments



The graph above shows the results for the first five questions on appointments:

We know making an appointment is not always easy please rate:

- 3 (17%) answered very good
- 2 (11%) answered good
- 12 (67%) answered acceptable
- 1 (5%) answered poor
-

We know making an appointment with a Doctor is not always easy, please rate:

- 5 (27%) answered very good
- 2 (11%) answered good
- 9 (50%) answered acceptable
- 1 (6%) answered poor
- 1 (6%) answered very poor
-

We know making an appointment with a Nurse is not always easy, please rate:

- 4 (25%) answered very good
- 4 (25%) answered good
- 6 (38%) answered acceptable
- 2 (12%) answered very poor
-

We know making an appointment over the phone is not always easy, please rate:

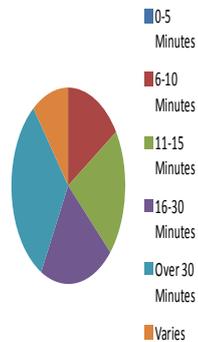
- 5 (29%) answered very good
- 2 (12%) answered good

- 2 (12%) answered acceptable
- 6 (35%) answered poor
- 2 (12%) answered very poor
-

Please rate the ease of making a repeat appointment with a Doctor:

- 5 (28%) answered very good
- 5 (28%) answered good
- 5 (28%) answered acceptable
- 2 (11%) answered poor
- 1 (5%) answered very poor

Approximately how long do you wait for an appointment time?



19 people responded to this question

- 3 (16%) people said between five and ten minutes
- 4 (21%) said between eleven and fifteen minutes
- 4 (21%) saying between sixteen and thirty minutes
- 6 (32%) saying over 30 minutes 2 people (10%) said it varied.

What would you want to change to improve the experience of visiting your GP/Nurse?

- Online booking

- Prescriptions to be dispensed quicker
- A better telephone system
- More empathy and understanding
- To be informed of any delays

Q6) Information

Are you aware that the patient participation group has a website?

4 (22%) people answered yes, 14 (78%) answered no

If yes to the above how easy is it to use?

3 (75%) people answered yes, 1 (25%) answered no

Do you think the surgery publishes enough information about the practice and do you know where the information is?

13 (72%) people answered yes, 5 (28%) answered no

If yes to the above question is it easy to understand?

12 (92%) people answered yes, 1 (8%) answered no

Do you think a newspaper (published quarterly) would be helpful in letting patients know what's happening in the practice?

13 (76%) people answered yes, 4 (24%) answered no

3 people are concerned about the cost of a newsletter

Q7) Surgery Opening Times

At present the opening times are:

Kiveton Park

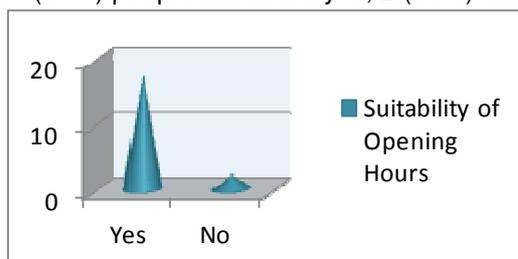
- Monday to Friday: 8.30am-6.30pm

Harthill

- Monday: 8.30am- 12.30pm
4.00pm – 6.00pm
- Tuesday: 8.30am – 12.30pm
- Wednesday: 8.30am – 3.00pm
- Thursday: 8.30am- 12.30pm
4.00pm – 6.00pm
- Friday: 8.30am – 12.30pm

Do you find these times appropriate to you?

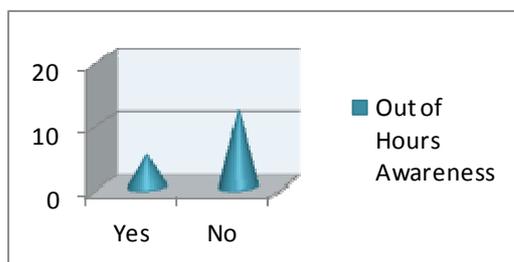
17 (89%) people answered yes, 2 (11%) answered no.



If you answered no to the above question, which times would you prefer to visit the GP and why?

- 1 person said more afternoon and evening appointments.
- 1 hoped they were never ill at the weekend.

Are you aware how to access Out of Hours services?



5 (29%) people answered yes, 12 (71%) answered no.

Other

Gender

Male Patients- 7

Female Patients -12

Age

16-24 - 1

25-44 -2

45-64 -5

65+ - 11