

# **Church Hill Surgery**



## **Patient Survey –Report**

**October 2013**

**Church Hill Surgery**

**Station Road**

**Pulham Market**

**Norwich**

**Norfolk**

**IP21 4QF**

**01379 676227**

**[www.churchillsurgery.co.uk](http://www.churchillsurgery.co.uk)**

**Church Hill Surgery  
Opening Times and Contact Details**

**Opening Times**

**Monday – Friday 0830- 1800 By telephone, Reception.**

**Appointments and Enquiries**

**Telephone: 01379 676227**

**Fax: 01379 608014**

**Appointments can also now be booked on line – at [www.churchhillsurgery.co.uk](http://www.churchhillsurgery.co.uk)**

**Emergencies**

**Main Telephone Number 01379 676227**

**Dispensary - We accept repeat prescription requests via our website [www.churchhillsurgery.co.uk](http://www.churchhillsurgery.co.uk) or by telephone 01379 608373.**

**Out of hours urgent care**

**Out of Hours: Mon – Fri 6:30pm – 8:00am**

**Weekends and Public/Bank Holidays**

**Telephone 111**

## **Church Hill Surgery PRG Patient Representative Group Survey 2012/2013**

### **Introduction**

Development of the Patient Representative Group at Church Hill Surgery, Pulham Market was in September 2011. A report and action plan was produced in November 2011 and 2012. The Action Plan and Achievements so far are shown in Appendix A.

Preparation for the 2013 patient survey began in July 2013. The practice is still going through a period of change, but a lot of which is now complete. Building work has now been completed for CQC regulations, and a new partner has been recruited. The third survey has taken account of patient views concerning our PRG purpose and awareness of what the group do. We have also reflected on what services we currently offer and what the patient is looking for regarding possible additional services at the surgery. It is hoped that in order for the best possible representation of patient opinion, and views to the PRG that more face to face meetings can be arranged to continue to get the best patient views and feedback.

A summary report of the 2013/2014 survey follows.

## **Patient Representative Group**

### **Survey Summary Report 2013**

Discussions were held between the Practice Manager, Debbie Wade, the PRG and Robert Smith.

#### 2013/2014 Survey

To seek patients' views on the PRG Group and awareness. Patients views on additional services that can be offered to them at the surgery and opinions about services they may like to see at the surgery.

To provide an opportunity to ask patients at Pulham Market if they found the dispensary service useful.

Gauging awareness of the PRG group, possibly recruiting new members.

It was felt that the best way to receive feedback from patients was to place the questionnaire in our reception area with a poster to encourage patients to complete the survey. It was found from past patients surveys completed that we have done before, if patients take surveys away they do not complete and return them, if they complete them whilst at the surgery you receive a higher yield of response.

Publicity Campaign to advise patients about the PRG

To recruit additional patients to the PRG at the Surgery.

The publicity campaign included

The patients notice board being rearranged so that a section of this is permanently available for the PRG.

Posters have been placed to tell patients about the PRG and what this involves and encouraging patients to join.

Publicising the PRG on the website and on newsletters.

See Appendix B - example of publicity material.

## **Membership of the PRG –**

We have a representative group (PRG) at Pulham Market Surgery. It was agreed at the last PRG Meeting that the survey would focus on the practices services and the PRG Group. This was because improvements have been made to the car park and building and would really only reflect the results of the past surveys. Face to face contact has always been the most beneficial and informed way to contact members, and decisions are made and agreed at the time.

99 surveys were completed. See Appendix C.

The results of the survey were analysed and an action plan was formulated after consultation with the GP's and Practice Manager see Appendix E.

The survey results and action plan were circulated to members of the PRG and their comments and criticism sought.

## **Conclusion**

The third year of the Patient Participation Survey has been slightly impacted with the continued changes taking place in the practice and Partnership. Although the staff and technology were available to devote to this it was more limited. We found getting patients views regarding the PRG awareness, other services at the surgery, and then a follow up question on dispensary services was key for this survey.

It is good to note that the response has been most positive to the PRG, Services at the surgery and the Dispensary Service provided. However, the patient's views and opinions have provided the partnership with an understanding of where further improvements to the services can be made. It has also highlighted areas where more information might be helpful for patients.

It was beneficial to receive comments for the action plan which includes information on services, how useful the dispensary service was, and awareness of the PRG group so that the right publicity can be directed to encouraging more people to join the PRG group.

The PRG group profile will hopefully increase and expand. With the research, feedback and improvements we are currently making at the surgery it will help to ensure that more patients can be recruited to the patient participation group and new considerations on how we do this. We can gain a more representative sample of patients as possible to give their views and opinions of the services provided. We will also consider a virtual group where patients who cannot attend meetings may be happy to be contacted by email or other method maybe 2-3 times a year for their views.

## **Appendix A – Action Plan Update –PRG Survey November 2013 Action Plan Results**

The PRG have been advised at PRG meetings of the progress and action taken regarding these issues. We have kept the action plan as ongoing which incorporates the information from previous surveys and provides updates.

**Appointment availability -**

**UPDATE – We now have more appointment availability with an additional doctor and a Nurse Practitioner who is able to do more hours. We also now have a Treatment room nurse who is able to see patients for minor items, including phlebotomy.**

**Patients seeing the health care professional they would want to see –**

**UPDATE – Action taken – We have continued to monitor availability of health care professionals and appointments. Patients can now book appointments on line at [www.churchillsurgery.co.uk](http://www.churchillsurgery.co.uk) with GPS.**

**Access to the building - Electric doors being installed to make it easier. This will be put on an action plan to be looked at further or other options to make it easier for patients**

**UPDATE - Costs have been obtained for installing electric doors. It will continue to be on the action plan for future maintenance.**

**Parking at the surgery**

**UPDATE – Action taken – A staff car park has now been developed for staff parking. This has improved the patient parking at the surgery**

**What other services or clinics would you like to see offered at the surgery?**

Clinics for minor surgery, minor injuries, chiropody, health checks, x-ray, hearing clinic, physiotherapy and dietician. A weekly evening or Saturday surgery for patients

Action: We do offer a physio and minor surgery service at the surgery, but obviously need to promote these further using the screen in the waiting area. We may also use leaflets and posters if required.

The other services that have been requested will have to be looked into. We will analyse the viability and costs of providing the services and benefits to patients.

Dispensary – Most people were satisfied with the service offered by the Dispensary Team.

PRG – It is clear that more promotion of the PRG is needed to attract new members to the existing group and decide whether to set up a virtual group. We will encourage new members to possibly join with agreement of all members and following the policy process for the PRG. We want to ensure the group is as diverse as possible covering all target groups. The PRG will agree a continued action plan. We will contact patients who have expressed an interest in joining the group.

**Additional Action - The Practice notice board has been cleared and re-evaluated in terms of contents and what we are displaying in the surgery. The reception team are checking the information weekly to ensure that it is all up to date and relevant.**

## Appendix B

### Existing advertising for the PRG

The Patient Representative Group (PRG) was set up in 2011 to help us deliver the best possible service to our patients. Members of the group are registered at the surgery. The PRG played a big role in the patient survey, helping to decide the issues we might need to address and how we can respond to them.

If you would like to become a member of the PRG please ask at Reception or contact Marie Cattermole, [marie.cattermole@nhs.net](mailto:marie.cattermole@nhs.net) or Robert Smith, Chairman, on [r.dave.smith@btinternet.com](mailto:r.dave.smith@btinternet.com)

We meet at the surgery and the dates of the meetings are put on the board.

### Appendix C - PRG Group Profile and Demographics 2012/2013

Gender		Age range		Ethnicity	
		U 16	0	British	13
Male	4	17 - 24	0	Irish	0
Female	9	25 - 34	0	WBC	0
		35 - 44	2	WBA	0
		45 - 54	0	Indian	0
		55 - 64	6	Pakistani	0
		65 - 74	4	Bangladeshi	0
		75 - 84	3	Caribbean	0
		84 +	0	African	0
				East European	0
				Chinese	0
				Other	0
<b>Attendance</b>		<b>Chronic Illnesses</b>		<b>Other</b>	
Regularly	12	Asthma	0	Carers	2
Occasionally	1	CHD	0	Learning Disabilities	0
Rarely	0	COPD	0	Mothers with Children	0
		Diabetes 1 & 2	0	Pregnant	0
		Epilepsy	0	Disabled	1
		Stroke	0		

## Appendix D Patient Survey and results

### Patient Survey October 2013 Responses from Church Hill Surgery Patients

No – the number of responses to that part of the question % = The equivalent percentage of the total No. of responses N.B. Not every question was answered

#### 1. Were you aware that Church Hill Surgery had a Patient Participation Group?

	No	%
Yes	40	40.4
No	59	59.6

#### 2. Do you know why the group has been formed and what we do?

	No	%
Yes	20	25
No	73	75

#### 3. What other services or clinics would you like to see offered at the Practice? Perhaps think about services that you currently have to travel to the hospital or other health centres for?

Physiotherapy, Chiropody, Health Checks, Minor Surgery, Minor Injuries, X-ray, Hearing Clinic, Dietician.

#### 4. Do you find the Dispensary a useful service at the surgery?

	No	%
Yes	97	97
No	2	3

#### 5. Would you like to become involved with the PRG? If so, please let us have your contact details.

	No	%
Yes	6	6
No	68	94

#### Written responses to some questions.

##### Question 3

What other services or clinics would you like to see offered at the Practice? Perhaps think about services that you currently have to travel to the hospital or other health centres for?

A weekly evening or/and Saturday morning clinic for people working, responsible for taking relatives to surgery.

Annual check-ups or MOT's.  
Treatment Centre for minor injuries.  
Hearing aid service.  
Sample testing blood, urine etc.  
A drop in clinic every day.  
Daily service for minor consultations.

#### Question 4

Do you find the Dispensary a useful service at the surgery?

Essential

Yes, but longer opening hours

Yes it is marvelous.

Excellent

Yes very good service.

#### Question 5

Would you like to become involved with PRG? If so, please let us have your contact details.

Impractical I'm afraid.

I am too old and have no transport.

3 patients have left their contact details.

### Patient Survey – General Information

#### General Information

##### Practice population 4,270

Total number of surveys completed 99

Percentage of population who completed survey 2.4%

Breakdown of Patients who completed the survey

Number of surveys completed by Patients while at surgery 99

### Appendix E Action Plan

Action plan in response to survey results for patients.

1. Were you aware that Church Hill Surgery had a patient group – 40% advised yes and 59% advised no. It is clear that we need to promote this further to our patients. We will work at promoting the group further by using our screen which is in our waiting area. Rearrange our notice board again to explain the purpose of the PRG. We did have 2 patients who left their details and would possibly wish to join the group. They stated their interest on the questionnaires they completed. We will be in contact with them regarding this.
2. Do you know why the group has been formed – 75% advised no and 20% advised yes. As mentioned above we will increase patient awareness of the group and promote further.
3. What other services or clinics would you like to see offered at the Practice? Perhaps think about services that you currently have to travel to the hospital for or other health centres for. We will take this information and investigate all the options that are

available for adding services to the surgery. We will look at costs and availability, and how many patients would possibly use these services. There was also the comment about opening late one evening or on a Saturday morning. All options had previously been investigated with regards to opening hours, but however we will keep this on the action plan for investigation. Again this involves analysing costs, viability and demand.

4. We asked if patients found the dispensary service useful at the surgery. 97% advised yes and 3% said no. All comments were positive and one suggestion asked if the dispensary could have longer opening hours. The dispensary is open from 8-6.30pm Monday to Friday but does close for lunch between 1-2pm every day. At this time it is not possible to increase the amount of hours the dispensary is open.
5. We asked if patients would like to become involved with the PRG – 6% advised yes and 94% advised no. We will be in contact with the patients who have expressed an interest to join the group. But as mentioned previously we will look at promoting the PRG as much as possible to patients.