

KINGSWAY MEDICAL CENTRE Patient Participation Survey, Action Plan and Report. 2011/2012

The doctors & staff at Kingsway Medical Centre would like to thank all our patients who completed a questionnaire for our recent Appointments Survey. We would like to give a special thanks to members of our Patient Participation Group, who not only completed a survey last year, but also voted for which survey they wanted the practice undertake this year.

BACKGROUND – developing our Patient Group.

In 2011 Kingsway Medical Centre had 7600 patients, the majority living in Billingham itself. Using guidance issued by the National Association of Patient Participation(NAPP) we advertised for patients to join our Patient Group via posters, call boards, messages on prescriptions, paper applications in the waiting room, and our Practice Website.

To ensure that the group was representative of the whole practice population it was decided that we would form a Virtual Patient Participation Group to offer patients the opportunity to take part at their own convenience. We had a lockable box put in the waiting area so patients could make comments about the practice with anonymity if they chose to, whether they were involved in the Patient Participation Group or not.

The Patient Group was formed in September 2011, with a total of 22 members.

The group comprised of:

Male - 9 Female - 17

The age groups were:

Under 16:	0
17-24	0
25-34	6
35-44	2

45-54	4
55-64	11
65-74	2
75-84	1
Over 84	0
Ethnicity:	100%

How often do you come to the practice?

Regularly	18
Occasionally	6
Rarely	2

The Survey 2011

We were given several areas we could use for the questionnaire, that were:

Clinical care

Getting an appointment

Reception issues

Opening times

Parking issues and so on.

We decided that for our first survey we would like to find out if patients had any difficulty in accessing appointments. Using the nationally recognised survey tool, the General Practice Assessment Questionnaire (GPAC), a draft of the questionnaire was sent to our Patient Group for completion in December 2011, and we handed out paper copies to patients in the waiting room during December. We received 22 online questionnaires and 75 paper questionnaires completed by the end of January 2012.

Patient Survey Results – Summary

How easy was it to get an appointment for the time you wanted?

Not very easy	9%
Fairly easy	43%
Very easy	48%

Were you able to see the GP you wanted to see the GP you wanted to see?

No	11%
Did not want specific GP	19%
Yes	70%

How easy was it to get an appointment with the GP you wanted to see?

Not very easy	36%
Fairly easy	44%
Very easy	20%

How important is to you that you see a specific GP when coming to this practice?

Prefer not to say	0%
Not at all important	15%
Fairly important	31%
Very important	54%

How well do you know which days of the week your GP is available?

Very well	0%
Quite well	28%
Not at all well	28%
Not very well	44%

Are you male or female?

Male 34%
Female 66%

How would you describe how often you come to the practice?

Regularly 58%
Occasionally 36%
Very rarely 6%

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In February 2012 the results of the online survey were posted on the website and the Group was thanked for their participation and time.

In March 2012 the results of the survey were posted in the waiting room, along with the two actions that had been taken. Comments slips were made available, and a confidential box for patients to post them in.

NEXT PATIENT SURVEY JANUARY-FEBRUARY 2013.

We thank everyone who took the time and trouble to complete the questionnaires. If you would like to be involved in the patient group, please complete the registration form available on our practice website at www.kingswaymedicalcentre.co.uk

IDENTIFIED AREAS OF IMPROVEMENT AND ACTION PLAN.

During the first week in March 1012, the Practice Manager, Registrar and all GP partners met to look at the results of the survey. There were two areas of concern.

1. 9% of patients felt they could not get an appointment at the time they wanted. Whilst we do not know exactly when that would be, after discussion it was felt that although the practice has been providing extended hours for some years now, perhaps patients are not aware of this, and to provide more information about these times in-house and on the website.

ACTION: practice website updated with immediate effect, extended opening times added to the Practice Brochure for new printings for all new patients.

2. Over 70% of patients felt they did not know which days of the week their GP was available. We were surprised by this, and felt that such information was valuable for patients. However, due to meetings/holidays/registrar teaching and training sessions, not too much definite information could be given.

ACTION: practice website updated generally. Added to Practice Brochure along with extended opening times.

