

## **Patient Participation Group**

Picture of New Henry Street  
Medical Centre

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## **Patients Survey 2013**

### **Introduction**

We are a group of patients who have volunteered to be part of the Patient Participation Group for the Old Henry Street Medical Centre. We hope that our involvement and work will enable all patients to have more information about the Practice.

### **The aims of our Group are :-**

- Keeping in touch with and listening to patients and reporting their views
- Maintaining close links with and putting forward ideas to the Practice
- Helping the Practice move forward in light of the changing role of General Practitioners
- Supporting the Practice in its strive for excellence
- Assisting in the monitoring of Practice standards
- Relaying of information to you, the patients, on a regular basis
- Helping to improve the quality of care provided by the Practice

In 2011 we worked in partnership with the Practice to organize and carry out the Old Henry Street Medical Centre Survey of Patients for 2011. The completed survey helped the Practice to ensure that the judgments, ideas and thoughts put forward by patients were put into an Action Plan.

We repeated the exercise in 2012 with our second Annual Survey.

Now, in 2013, we have carried out our third in depth Annual Survey of Patients – again with the aim of assessing the thoughts and needs of a representative sample of patients.

The results of all three surveys appear on the Old Henry Street Medical Centre Website.

# The Survey

The survey is from a representative sample of patients of the Old Henry Street Medical Centre to answer the following questions :-

- What is the Old Henry Street Medical Practice doing well ?
- In which areas might the service provided by the Practice, to its patients, be improved ?

A total of 515 Survey forms were issued to a sample of patients.

One member of staff was designated to hand out the forms at random over a period of 10 working days between the 7<sup>th</sup> and 18<sup>th</sup> October 2013.

With each form was an envelope for the completed survey to be sealed in.

It was remarkably successful and we would like to thank all those patients who took part. We had a 100% success rate – with all 515 completed forms being returned. This is a considerably larger number than were completed in the last Practice Survey that was carried out by a professional company.

We believe that it gives a very clear overall picture of the views of patients about the performance of the Practice.

# Headlines from the 2013 Patient Survey

This was the largest sample of patients we have ever used.

## Access

- 90% of patients surveyed thought that the Practice Opening Hours are 'Good, Very Good or Excellent'
- 32% of patients surveyed rated getting through by telephone to make an appointment as only 'Fair or Poor'
- 88% of patients really like our new checking in system (rating it 'Good, Very Good or Excellent')
- 36% of patients believe that they have to wait too long in the Waiting Room for their appointment (rating it as 'Poor or Fair')

## Seeing the doctor / nurse

- 95% of patients surveyed felt that the warmth of greeting by the doctor or nurse is 'Good, Very Good or Excellent'
- 92% of patients feel that they are involved in the decisions about their care (rating it as Good, Very Good or Excellent)
- 94% of patients say that their 'overall satisfaction with their visits to see the doctor or nurse' can be rated as 'Good, Very Good or Excellent'

## The Staff

- 92% of patients rate the helpfulness of staff in the Practice as 'Good, Very Good or Excellent'

## The Practice Website

- It appears that about 14% of patients do not have any access to the Internet
- A significant number of patients (around 50%) say that they cannot access or do not use the Practice Website
- On a more positive note 46% of patients surveyed find the ability to order prescriptions online useful or very useful

## Health Information

- We are pleased that the number of patients who rate the Health Information we provide as 'Very Good or Excellent' has increased by 14% in the last year. This is an area that the Practice and the PPG have been trying hard to improve

## Finally

- We are delighted that 98% of patients feel that they are treated with respect and dignity when they visit the Practice
- Equally we are pleased that 99% of patients believe that the Practice meets high standards of hygiene and safety
- However only 47% of patients surveyed know that we have an active Patient Participation Group in the Practice – this is clearly an important area for development in the forthcoming year !

## Ages of Patients Taking Part in the Survey

We divided the patients into 4 groups

A	Unspecified – did not complete question	45 patients in total (9%)
B	Those patients under 25	54 patients in total (10%)
C	Those patients aged between 25 and 59	259 patients in total (47%)
D	Those patients 60 years and over	175 patients in total (34%)

## Sex of Patients Taking Part

We divided the patients into 2 groups

M	Male	180 patients in total (35%)
F	Female	335 patients in total (65%)

## Ethnicity of Patients Taking Part

We divided the patients into 9 groups

U	Unspecified – did not complete question	25 patients in total (4.8%)
2	White British	484 patients in total (94%)
3	Pakistani	1 patient in total (0.2%)
4	Indian	0 patients in total (0%)
5	Black Caribbean	1 patient in total (0.2%)
6	Black African	2 patients in total (0.4%)
7	Chinese	0 patients in total (0%)
8	White German	0 patient in total (0%)
9	White Irish	2 patients in total (0.4%)

## Patients with a Registered Disability

We divided the patients into 3 groups

U	Unspecified – did not complete question	38 patients in total (7%)
Y	Yes – with a registered disability	76 patients in total (15%)
N	No registered disability	401 patients in total (78%)

## How long have Patients been attending the Practice ?

We divided the patients into 4 groups

U	Unspecified – did not complete question	49 patients in total (9%)
X	Less than 5 years	55 patients in total (11%)
Y	5 – 10 years	60 patients in total (12%)
Z	Over 10 years	351 patients in total (68%)

Since the Practice has been on three sites (Manchester Road, Bengal Street and Old Henry Street) during the past 20 years we did feel that the figure of 68% of patients attending the Practice for 10 years or more is a tribute to their loyalty to the Practice.

## Survey Results – WOMEN (335)

<b>Access</b>	Poor	Fair	Good	Very Good	Excellent
Your level of satisfaction with the practice's opening hours	7 2%	31 9%	130 39%	121 36%	46 14%
How do you rate how easy it was to contact the practice by telephone	27 8%	88 26%	112 33%	71 22%	37 11%
How do you rate the length of time you had to wait for an appointment	37 11%	87 26%	111 33%	66 20%	34 10%
How do you rate your chance of seeing the doctor or nurse of your choice	39 11%	77 23%	103 31%	73 22%	43 13%
How do you rate the new checking in system we have introduced this year	5 1%	35 10%	106 32%	100 30%	89 27%
If you still need to see the Receptionist how do you rate the time taken to do so	4 1%	53 16%	112 33%	101 31%	65 19%
How do you rate the time you had to wait in the waiting area for your appointment to see the doctor or nurse	48 14%	95 28%	113 34%	59 18%	20 6%

<b>Seeing the doctor / nurse</b>	Poor	Fair	Good	Very Good	Excellent
The warmth of the greeting of the doctor/nurse	1 0.2%	16 4.8%	101 30%	117 35%	100 30%
The doctor/nurse's explanations to you	3 1%	19 6%	81 24%	114 34%	118 35%
How do you rate your feelings about how involved you feel in your care	4 1%	26 7%	106 32%	105 32%	94 28%
How do you rate the way in which the practice provides information on your care and treatment options and if necessary the options and arrangements for referral	4 1%	28 8%	109 33%	121 36%	73 22%
The opportunity that you were given to express your concerns / fears	2 1%	35 10%	110 33%	103 31%	85 25%
Your overall satisfaction with your visit(s) to see the doctor / nurse	2 1%	24 6%	86 26%	113 34%	110 33%

<b>The Staff</b>	Poor	Fair	Good	Very Good	Excellent
The way in which the Reception staff deal with you when you arrive for your appointment(s)	3 1%	35 10%	101 30%	94 28%	102 31%
The helpfulness of staff you have met within the practice	4 1%	30 9%	93 28%	105 31%	103 31%
The information provided to you about our services (e.g. our website, repeat prescriptions, test results etc)	5 1%	40 12%	104 31%	103 31%	83 25%

## The Practice Website

	I cannot access the internet	I do not use the website	I do not find it useful	I find it useful	I find it very useful
Is our Practice website useful in giving you more information about the Practice ?	<b>45</b> <b>13%</b>	<b>142</b> <b>42%</b>	<b>26</b> <b>8%</b>	<b>69</b> <b>21%</b>	<b>53</b> <b>16%</b>
You can now order repeat prescriptions online – has this been useful for you ?	<b>39</b> <b>12%</b>	<b>116</b> <b>35%</b>	<b>16</b> <b>4%</b>	<b>75</b> <b>22%</b>	<b>89</b> <b>27%</b>

## Health Information

	Poor	Fair	Good	Very Good	Excellent
How do you rate the information we provide about how to prevent illness and stay healthy (e.g. alcohol use, health risks from smoking, having a healthy diet)	<b>5</b> <b>1%</b>	<b>35</b> <b>10%</b>	<b>111</b> <b>33%</b>	<b>121</b> <b>36%</b>	<b>63</b> <b>20%</b>

## Finally

	Yes	No
Do you feel that you are treated with respect and dignity when you visit the practice	<b>325</b> <b>97%</b>	<b>10</b> <b>3%</b>
In all public buildings hygiene and safety are very important. Do you feel the surgery meets the high standards you would expect	<b>331</b> <b>99%</b>	<b>4</b> <b>1%</b>
Do you feel that you have the opportunity to give a compliment or make a complaint about the services we provide for you	<b>306</b> <b>91%</b>	<b>29</b> <b>9%</b>
Do you know that there is a Patients Participation Group working on behalf of patients in the Practice	<b>146</b> <b>44%</b>	<b>189</b> <b>56%</b>

## Survey Results – MEN (180)

<b>Access</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
Your level of satisfaction with the practice's opening hours	3 2%	14 8%	70 39%	58 32%	35 19%
How do you rate how easy it was to contact the practice by telephone	12 7%	36 20%	51 28%	54 30%	27 15%
How do you rate the length of time you had to wait for an appointment	10 6%	40 22%	58 32%	42 23%	30 17%
How do you rate your chance of seeing the doctor or nurse of your choice	14 8%	32 18%	55 30%	51 28%	28 16%
How do you rate the new checking in system we have introduced this year	6 3%	14 8%	43 24%	55 31%	62 34%
If you still need to see the Receptionist how do you rate the time taken to do so	5 3%	14 8%	55 31%	70 38%	36 20%
How do you rate the time you had to wait in the waiting area for your appointment to see the doctor or nurse	6 3%	35 20%	59 33%	45 25%	35 19%

<b>Seeing the doctor / nurse</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
The warmth of the greeting of the doctor/nurse	1 1%	4 2%	50 28%	58 32%	67 37%
The doctor/nurse's explanations to you	1 1%	9 5%	46 25%	59 33%	65 36%
How do you rate your feelings about how involved you feel in your care	1 1%	11 6%	50 28%	70 39%	48 26%
How do you rate the way in which the practice provides information on your care and treatment options and if necessary the options and arrangements for referral	1 1%	14 7%	50 28%	65 36%	50 28%
The opportunity that you were given to express your concerns / fears	2 1%	15 8%	50 28%	61 34%	52 29%
Your overall satisfaction with your visit(s) to see the doctor / nurse	1 1%	4 2%	49 27%	51 28%	75 42%

<b>The Staff</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
The way in which the Reception staff deal with you when you arrive for your appointment(s)	4 2%	2 3%	42 24%	60 33%	68 38%
The helpfulness of staff you have met within the practice	2 1%	9 5%	39 22%	63 35%	67 37%
The information provided to you about our services (e.g. our website, repeat prescriptions, test results etc)	4 2%	11 6%	47 26%	57 32%	61 34%

## The Practice Website

	I cannot access the internet	I do not use the website	I do not find it useful	I find it useful	I find it very useful
Is our Practice website useful in giving you more information about the Practice ?	<b>30</b> <b>17%</b>	<b>79</b> <b>44%</b>	<b>3</b> <b>1%</b>	<b>46</b> <b>26%</b>	<b>22</b> <b>12%</b>
You can now order repeat prescriptions online – has this been useful for you ?	<b>30</b> <b>17%</b>	<b>75</b> <b>42%</b>	<b>4</b> <b>2%</b>	<b>30</b> <b>17%</b>	<b>41</b> <b>22%</b>

## Health Information

	Poor	Fair	Good	Very Good	Excellent
How do you rate the information we provide about how to prevent illness and stay healthy (e.g. alcohol use, health risks from smoking, having a healthy diet)	<b>2</b> <b>1%</b>	<b>19</b> <b>10%</b>	<b>66</b> <b>37%</b>	<b>50</b> <b>28%</b>	<b>43</b> <b>24%</b>

## Finally

	Yes	No
Do you feel that you are treated with respect and dignity when you visit the practice	<b>179</b> <b>99.5%</b>	<b>1</b> <b>0.5%</b>
In all public buildings hygiene and safety are very important. Do you feel the surgery meets the high standards you would expect	<b>180</b> <b>100%</b>	<b>0</b> <b>0%</b>
Do you feel that you have the opportunity to give a compliment or make a complaint about the services we provide for you	<b>166</b> <b>92%</b>	<b>14</b> <b>8%</b>
Do you know that there is a Patients Participation Group working on behalf of patients in the Practice	<b>94</b> <b>52%</b>	<b>86</b> <b>48%</b>

## Survey Results – ALL (515)

<b>Access</b>	Poor	Fair	Good	Very Good	Excellent
Your level of satisfaction with the practice's opening hours	10 2%	45 8%	200 39%	179 35%	81 16%
How do you rate how easy it was to contact the practice by telephone	39 8%	124 24%	163 32%	125 24%	64 12%
How do you rate the length of time you had to wait for an appointment	47 9%	127 25%	169 33%	108 21%	64 12%
How do you rate your chance of seeing the doctor or nurse of your choice	53 10%	109 21%	158 31%	124 24%	71 14%
How do you rate the new checking in system we have introduced this year	11 2%	49 10%	149 29%	155 30%	151 29%
If you still need to see the Receptionist how do you rate the time taken to do so	9 2%	67 13%	167 32%	171 33%	101 20%
How do you rate the time you had to wait in the waiting area for your appointment to see the doctor or nurse	54 11%	130 25%	172 33%	104 20%	55 11%

<b>Seeing the doctor / nurse</b>	Poor	Fair	Good	Very Good	Excellent
The warmth of the greeting of the doctor/nurse	2 0%	20 4%	151 29%	175 34%	167 33%
The doctor/nurse's explanations to you	4 1%	28 5%	127 25%	173 33%	183 36%
How do you rate your feelings about how involved you feel in your care	5 1%	37 7%	156 30%	175 34%	142 28%
How do you rate the way in which the practice provides information on your care and treatment options and if necessary the options and arrangements for referral	5 1%	42 8%	159 31%	186 36%	123 24%
The opportunity that you were given to express your concerns / fears	4 1%	50 10%	160 31%	164 32%	137 26%
Your overall satisfaction with your visit(s) to see the doctor / nurse	3 1%	28 5%	135 26%	164 32%	185 36%

<b>The Staff</b>	Poor	Fair	Good	Very Good	Excellent
The way in which the Reception staff deal with you when you arrive for your appointment(s)	7 1%	41 8%	143 28%	154 30%	170 33%
The helpfulness of staff you have met within the practice	6 1%	39 7%	132 26%	168 33%	170 33%
The information provided to you about our services (e.g. our website, repeat prescriptions, test results etc)	9 2%	51 10%	151 29%	160 31%	144 28%

## The Practice Website

	I cannot access the internet	I do not use the website	I do not find it useful	I find it useful	I find it very useful
Is our Practice website useful in giving you more information about the Practice ?	<b>75</b> <b>14%</b>	<b>221</b> <b>43%</b>	<b>29</b> <b>6%</b>	<b>115</b> <b>22%</b>	<b>75</b> <b>15%</b>
You can now order repeat prescriptions online – has this been useful for you ?	<b>69</b> <b>13%</b>	<b>191</b> <b>37%</b>	<b>20</b> <b>4%</b>	<b>105</b> <b>20%</b>	<b>130</b> <b>26%</b>

## Health Information

	Poor	Fair	Good	Very Good	Excellent
How do you rate the information we provide about how to prevent illness and stay healthy (e.g. alcohol use, health risks from smoking, having a healthy diet)	<b>7</b> <b>1%</b>	<b>54</b> <b>11%</b>	<b>177</b> <b>34%</b>	<b>171</b> <b>33%</b>	<b>106</b> <b>21%</b>

## Finally

	Yes	No
Do you feel that you are treated with respect and dignity when you visit the practice	<b>504</b> <b>98%</b>	<b>11</b> <b>2%</b>
In all public buildings hygiene and safety are very important. Do you feel the surgery meets the high standards you would expect	<b>511</b> <b>99%</b>	<b>4</b> <b>1%</b>
Do you feel that you have the opportunity to give a compliment or make a complaint about the services we provide for you	<b>472</b> <b>92%</b>	<b>43</b> <b>8%</b>
Do you know that there is a Patients Participation Group working on behalf of patients in the Practice	<b>240</b> <b>47%</b>	<b>275</b> <b>53%</b>

## Survey Results – Using Good as the ‘Norm’

To equate our Survey with the NHS Standard which takes ‘Good’ as the average or the ‘norm’ we have developed the format below for the areas ACCESS, SEEING THE DOCTOR / NURSE and THE STAFF.

The NHS believes that everything a Practice does should have a significant majority of patients who judge it to be at least good or better than good.

### ACCESS

Access	Less than Good ←	Good ‘The norm’	Better than Good →
Your level of satisfaction with the practice’s opening hours	55 10%	200 39%	260 51%
How do you rate how easy it was to contact the practice by telephone	163 32%	163 32%	189 36%
How do you rate the length of time you had to wait for an appointment	174 34%	163 33%	174 33%
How do you rate your chance of seeing the doctor or nurse of your choice	163 31%	158 31%	195 38%
How do you rate the new checking in system we have introduced this	60 12%	149 29%	306 59%
If you still need to see a Receptionist how do you rate the time taken to do	76 15%	167 32%	272 53%
How do you rate the time you had to wait in the waiting area for your appointment to see the doctor or nurse	184 36%	172 33%	159 31%

#### ‘Your level of satisfaction with the practice’s opening hours’

90% of patients are satisfied with the current opening hours, rating the opening times as Good, Very Good or Excellent

A significant number (56%) think the opening times are ‘Very Good or Excellent’

10% of patients are not satisfied with the opening times, rating them as ‘Fair or Poor’

#### ‘How do you rate how easy it was to contact the practice by telephone’

70% of patients think it is at least ‘Good, Very Good or Excellent’

39% think it is ‘Very Good or Excellent’

30% of patients only rate it as ‘Fair or Poor’

**'How do you rate the length of time you had to wait for an appointment'**

66% of patients think it is 'Good, Very Good or Excellent'

33% think it is 'Very Good or Excellent'

34% of patients think it is only 'Fair or Poor'

**'How do you rate your chance of seeing the doctor or nurse of your choice'**

69% of patients think it 'Good, Very Good or Excellent'

38% think it is 'Very Good or Excellent'

31% of patients think it only 'Fair or Poor'

**'How do you rate the new Checking In System'**

88% of patients think it is 'Good, Very Good or Excellent'

A significant number (59%) think it is 'Very Good or Excellent'

12% of patients think it is less than 'Good'

**'If you still need to see a Receptionist how do you rate the time taken to do so'**

85% of patients think it is 'Good, Very Good or Excellent'

A significant number (53%) think it is 'Very Good or Excellent'

15% of patients think it is less than 'Good'

**'How do you rate the time you had to wait in the waiting area for your appointment to see the doctor or nurse'**

64% of patients think it is Good, Very Good or Excellent'

31% think it is 'Very Good or Excellent'

36% of patients think it is doing less than 'Good'

Clearly within this data for 'ACCESS' there are still areas which the Practice will wish to address in terms of its performance.

However it is equally remains clear that some improvements are more difficult to achieve than others. The Practice has only three main telephone lines into the Surgery. So, if ten people are all trying to make a telephone call at exactly 8.30am, then whilst three patients will get through immediately the other seven patients will not. This does – from several comments – cause a degree of frustration. Following the 2012 Survey the Practice allocated more staff to work on the telephones during the busy period, from 8.30am to 9.00am each morning, when calls reach a daily maximum.

Similarly there are a fixed number of appointments during a working day for the surgery and sometimes – from the comments made – demand can outstrip availability.

During the last year the Practice, with the support of the PPG, introduced a new automated checking in system for appointments to see the doctor or nurse. We are delighted that 88% of patients rate the new system as Good, Very Good or Excellent.

One area of concern, this year, is the length of time some patients report that they have to wait in the waiting area to see the doctor or nurse. Some 36% of patients rate this as 'less than good'.

One further issue raised in patient comments was that extra time waiting at the Reception Desk was caused by staff from nearby chemists coming in to collect and discuss prescriptions. A new system of having prescription requests from chemists sent in on the previous evening and only addressing any issues around them after 12.00 noon was introduced following a discussion with the PPG.

An area that should concern all patients is the significant number of patients who book appointments and then fail to attend. This deprives other patients of an appointment slot they wish to have. DNA's (do not attend) is a serious problem that needs to be addressed as it reduces the efficiency of the Practice.

## SEEING THE DOCTOR / NURSE

Seeing the doctor / nurse	Less than Good	Good	Better than Good
	←		→
The warmth of the greeting of the doctor/ nurse	<b>22</b> <b>5%</b>	<b>151</b> <b>29%</b>	<b>342</b> <b>66%</b>
The doctor/nurse's explanations to you	<b>32</b> <b>6%</b>	<b>127</b> <b>25%</b>	<b>356</b> <b>69%</b>
How do you rate your feelings about how involved you feel in your care	<b>42</b> <b>8%</b>	<b>156</b> <b>30%</b>	<b>317</b> <b>62%</b>
How do you rate the way in which the practice provides information on your care and treatment options and if necessary the options and arrangements for referral	<b>47</b> <b>9%</b>	<b>159</b> <b>31%</b>	<b>309</b> <b>60%</b>
The opportunity that you were given to express your concerns / fears	<b>54</b> <b>11%</b>	<b>160</b> <b>31%</b>	<b>301</b> <b>58%</b>
Your overall satisfaction with your visit(s) to see the doctor / nurse	<b>31</b> <b>6%</b>	<b>135</b> <b>26%</b>	<b>349</b> <b>68%</b>

### 'The warmth of greeting of the doctor / nurse'

95% of patients think it is good or better – a very significant number.

66% rate it as 'Very Good or Excellent'

Only 5% of patients think it is less than 'Good'

### 'The doctor / nurses explanations to you'

94% of patients think they are at least good or better – a very significant number

69% think they are 'Very Good or Excellent'

Only 6% of patients think they are less than 'Good'

### 'How do you rate your feelings about how involved you feel in your care'

92% of patients think they are involved in their care – rating it as 'Good, Very Good or Excellent' – a very significant number

62% rate their feelings about being involved in their care as 'Very Good or Excellent'

Only 8% of patients rate their feelings about their involvement in their care as 'less than Good'

'How do you rate the way in which the practice provides information on your care and treatment options and if necessary the options and if necessary the options and arrangements for referral'

91% of patients think the information provided is least Good or better – a very significant number.

60% think it is 'Very Good or Excellent'

9% of patients think it is less than 'Good'

'The opportunity you are given to express your concerns / fears'

89% of patients think the opportunity given is 'Good' or better – a very significant number.

58% think it is 'Very Good or Excellent'

11% of patients think it is less than 'Good'

'Your overall satisfaction with your visit(s) to see the doctor / nurse'

94% of patients are satisfied rating it as 'Good' or better

68% rated their satisfaction as 'Very Good or Excellent'

Only 6% of patients rated their level of satisfaction as less than 'Good'

It is clear that 'SEEING THE DOCTOR / NURSE' is a considerable area of strength for the Practice and this is supported by individual comments by Patients within the Survey Forms.

A very considerable number of patients (90% +) believe that the Practice is providing at least a Good and often a Better than Good service to its patients.

This is further supported by the data within the Patient Profile which shows that a very large number of patients (68%) have been with the Practice for more than 10 years. Many patients comment upon being patients at Manchester Road, Bengal Street and now at Old Henry Street – showing a very real sense of loyalty and satisfaction with the Practice.

## THE STAFF

The Staff	Less than Good	Good	Better than Good
	←		→
The way in which the Reception staff deal with you when you arrive for your appointment(s)	48 9%	143 28%	324 63%
The helpfulness of staff you have met within the practice	45 8%	132 26%	338 66%
The information provided to you about our services (e.g. our website, repeat prescriptions, test results etc)	60 12%	151 29%	304 59%

### 'The way in which the Reception staff deal with you when you arrive for your appointment(s)'

91% of patients think it is 'Good' or better

63% think it is 'Very Good or Excellent'

9% of patients think it is only "Fair or Poor"

### 'The helpfulness of staff you have met within the practice'

92% of patients think the staff are helpful, rating their help as 'Good, Very Good or Excellent'

66% think their help is 'Very Good or Excellent'

8% of patients think their help is only 'Fair or Poor'

### 'The information provided to you about our services (e.g. our website, repeat prescriptions, test results etc)'

88% of patients think it is at least 'Good' or better – a very significant number.

59% think it is 'Very Good or Excellent' – a rise since last year

12% of patients think it is only 'Fair or Poor'

It is clear that the vast majority of patients value their positive relationship with staff. The Practice and PPG have worked hard in this area in the last 12 months.

## The Practice Website

### 'Is the Practice Website useful in giving you more information about the Practice'

- A worrying 13% of patients do not appear to have access to the Internet. As more services – repeat prescriptions and booking appointments – are made available on the Internet it means that some patients will not be able to use these facilities
- A further 37% of patients do not use the website. Unless we can persuade them to do so it would mean that around 50% of patients would not be using the facilities such as getting their repeat prescriptions or booking appointments when the system becomes available through the Old Henry Street Practice Website

### 'You can now order repeat prescriptions online – has this been useful to you'

- 46% of patients find this useful or very useful. We now need to encourage more patients to use this potentially time saving facility

## Extra Questions

This year we introduced three new questions into our Survey. These covered the following important areas :-

- Respect and Dignity
- Safety and Hygiene
- The work of the Patients Participation Group

### 'Do you feel that you are treated with respect and dignity when you visit the surgery'

- 98% of patients said 'Yes' – 504 of the 515 people surveyed

### 'In all public buildings hygiene and safety are very important. Do you feel the surgery meets the high standards you would expect'

- 99% of patients surveyed said 'Yes' – another extremely pleasing result

### 'Do you know that there is a Patients Participation Group working on behalf of patients in the Practice'

- It was certainly disappointing that only 47% of patients responded 'Yes' to this question. In the last three years we have carried out and published this Annual Survey, we have written regular Newsletters that have been made available in the Waiting Area and we have included information on the Practice Website. We have also worked closely with other Practice PPG's and with the new Wigan Clinical Commissioning Group. Clearly now we need to rethink our strategy of further engaging with patients.

Following the submission of the Report to the Partners the PPG will work alongside the Practice in developing an Action Plan to address the issues raised within it.

Last year, for example, the Practice and the PPG installed a new checking in system to address the comments that waiting at the Reception Desk was a problem.

Following the 2012 Survey the Practice allocated more staff to work on the telephones during the busy period, from 8.30am to 9.00am each morning, when calls reach a daily maximum.

**Alan Dutton**

**On behalf of the Old Henry Street Patient Participation Group**

**December 2013**