

Bexley Medical Group Local Patient Participation Report

14th March 2012

The Friends of Bexley Medical Group (PRG) current membership does not totally reflect its practice population. The current membership reflects those with free time and those with flexible working arrangements.

There are 5 members within the group 3 male and 2 female representatives.

Age profile:

2 x members 56-65 years

3 x members 66+ years

Our practice population is made of: -

Under 16 years: 23%

Work / Education: 61%

Retired: 16%

Our PRG membership is mainly represented by the retired, and is therefore not totally representative of our practice population.

The PRG is newly formed and has struggled to engage new members, we currently promote the PRG on our website, on notice boards and on electronic messaging systems; we have now started to email potential PRG members, and depending on the results will consider virtual membership, so as to improve the PRG membership to better reflect that of the practice population.

Bexley Medical Group wanted to establish a way of engaging patient opinion so as to tailor its services to the patients, so sought the advice of the PRG.

The PRG recommended a survey of the patients and following a discussion where example surveys were available to choose from the PRG decided on a bespoke survey that they would design; this would enable the Practice to have a true "local survey" designed for the practice. This would enable the Practice to receive feed back on accessibility to appointments and also to access the impact of the new telephone system that was installed at the King Harold's Way Surgery, and therefore help in the decision whether or not to install the same system at the other two sites within the Bexley Medical Group, these being the priorities as decided by the PRG.

Patients were asked if they would like to participate in the survey when they visited the surgery. There were also posters displayed informing patients of the survey and the involvement of the PRG

The PRG members collected and collated the data by entering the results on to a spreadsheet where the data could be analysed, and the findings summarised.

Summary

The participants in the survey broadly mirrored the practice population as far as age groups, but there was roughly a 60/40 split in favour of female patients, the survey comprised of 16 questions in total. The survey was conducted between November 2011 and March 2012.

Responses found to be positive

48% of patients surveyed were able to make an appointment either on the same day or within 2 days.

72% of patients surveyed were able to make an appointment within 5 days.

82% of patients surveyed were either satisfied or very satisfied with the appointment system.

98% of patients surveyed were either satisfied or very satisfied with the performance of the reception staff.

97% of patients surveyed were either satisfied or very satisfied with the outcome of their last consultation.

95% of patients surveyed were either satisfied or very satisfied with the amount of time they were given with a doctor or nurse.

95% of patients surveyed were either satisfied or very satisfied that they were given sufficient information regarding their treatment or medication by the doctor or nurse.

90% of patients surveyed were either satisfied or very satisfied with the overall service provided by the practice within the last 12 months.

Responses found to be least positive

53% of patients surveyed were unaware of our 24hr appointment cancellation line.

23% of patients surveyed had used the surgery more than 20 times in 12 months.

Some of the comments made from patients requesting services that we already provide.

Responses found to be neither positive or negative

61% of patients surveyed thought the new telephone system at King Harold's Way had improved the service, whilst 31% were unsure.

Proposals

To improve patients awareness of the services already provided, and gain a better understanding of why so many patients are using the surgery more than 20 times in a year. These proposals were discussed along with all the results of the survey by the PRG members, and will be assessed by further surveys.

Overall the PRG were pleased with the results of the survey as it had highlighted some unexpected issues as well as reassurance in providing a good service in most areas.