**Boleyn Medical Centre – Dr Azad Report**

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| Profile of PPG members | 1st PPG – seven members  2 from 20-30yrs - male and female British Asian  2 from 55-65 - male and female British Asian  1 35- 45 - female white British  1 40 to 55 - female black British  1 60 - female – ethnicity not stated  2nd PPG – 3 members  1 male - white British 60 to 70  1 female - Asian British 55 to 65  1male – Asian British 25 to-35 |
| How ensured registered patient population represented in PPG | Advertised on website; waiting room and jayex board and face to face invite |
| Methodology | Self- completion questionnaires handed out to patients during surgery and where possible assistance was provided by the staff and a total of 139 questionnaires were completed. The questionnaire was put together with a set of standard questions around satisfaction and access at the surgery that have been asked for three years for benchmarking and additional questions were included around extended hours and demographics. |
| Discussed findings & set action plan | 1. All admin staff on phone duty during peak hours to ensure phones are answered 2. Reception to place sample leaflets out in waiting area. 3. Practice Manager to order more chairs 4. Practice Manager to look into online appointment booking 5. Practice Manager to promote website via notices on jayex board and waiting room. 6. Practice Manager to inquire as to new auto check in. 7. Practice Manager – to promote PPG on website and give more advance notice of meetings 8. Action Practice manager to update website to promote EPS.   Comments: Happy with practice appointment system and hours Maybe to consider online booking system and to have more reception on hand for telephone calls during busy hours |
| Last year’s priorities & action plan & actions taken | Website created .  Set up own PPG |
| Opening Hours &  Extended Hours | 9 to 6.30 Monday to Friday except Thursdays 9 to 1pm.  Extended Hours service:-  To book an appointment for Saturday morning or Thursday evening please call 020 7511 2075 (Monday  Friday 09:00 - 18:00)   |  |  | | --- | --- | | **Hub 1** | Lord Lister Health Centre, 121 Woodgrange Road Forest GateE7 0EP | | **Hub 2** | Lathom Rd Surgery 2a lathom Road, East Ham, E6 2DU | | **Hub 3** | East End Medical Centre, 61 Plashet Road,Plaistow, E13 0QA | | **Hub 4** | Stratford Village surgery , 50c Romford Road,Stratford,E15  4BZ | | **Hub 5** | Royal Docks,  21 East Ham Manor Way, Beckton E6 5NA | | **Hub 6** | Star  Lane Medical Centre 121 Star lane Canning Town E16 4QH | | **Hub 7** | Greengate Medical Centre 497 Barking Road, Plaistow E13 8PS | |
| Website address | [www.theazadpractice.nhs.uk](http://www.theazadpractice.nhs.uk) |

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| **First PPG Recruitment and Set up** |
| How did you advertise and/ or recruit for your PPG?  Advertised on website; waiting room and jayex board and face to face invite |
| How many people attended your PPG and what types or groups of people were they?  1st PPG – seven members  2 from 20-30yrs - male and female British Asian  2 from 55-65 - male and female British Asian  1 35- 45 - female white British  1 40 to 55 - female black British  1 60 - female – ethnicity not stated |
| When was your first PPG?  1st Patient Group Meeting taken place 14.11.14 at  First Floor Boleyn Medical Centre 152 Barking Rd.E6 3BD 1pm-2pm |

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| **General notes/ comments on access:** |
| Views on opening hours  *Patients generally happy with current opening hours. Talked about extended hours service- feedback from PPG group was that they prefer to be seen by their own GP .* |
|  |
| Getting through on the phone *There are times when the phone lines are extremely busy- this was noted in particular for Monday mornings and Friday mornings. One of the suggestions offered by the practice was to have a dedicated time for appointments but the PPG prefer the current system of being able to call at any time to book an appointment. Another solution would be to offer online booking – practice is to look into this. In the meantime – practice suggested having more staff available for handling telephones at peak times such as Monday mornings and Friday mornings* |
| Emergency appointments  *PPG happy with current arrangements for same day access and were prepared to wait to be seen* |
| Getting an appointment with the GP/ nurse of choice on the day and time that you want *As practice offers appointments with GP of their choice- PPG happy with current arrangements.* |
| Receptionists *PPG noted receptionist staff are extremely busy dealing with multiple tasks. Practice to look into repairing auto check in to take the pressure of reception* |
| Chance to speak to their GP on the phone-  *PPG appreciated that the GPs are busy and were happy with current arrangements for patient to be called back after clinic.* |
| What stops them accessing their GP surgery-  *none was offered by PPG* |
| What helps them when accessing their GP surgery- *patients felt that the current system is flexible as they had experienced great difficulty with their previous practice systems.* |
| General views on access *patients were happy and did not want to alter the current system- offering online booking slot would be an additional improvement.* |
| **Extended Hours** |
| What do you all think Extended Hours means?  *PPG- some members of the PPG were confused between OOH and extended hours. Time was spent explaining this..* |
| Have you heard of it before? If yes: how did you hear of it?  *Those who heard of it was offered by reception* |
| Have you or anyone else you know used it?What do you think about the service?  *Members of the PPG who has used extended hours services were frustrated that consultation was limited to brief medical notes and stated a preference to be seen by their own GP* |
| What do people think about it?Would they use or recommend?  *Members of PPG could see the benefits of the system as it offered appointments at convenient times for those in a9-5 working pattern but the PPG members stated that unless it was necessary , they would prefer to be seen by their own GP* |
| **Thoughts on Action Plan….**  *Happy for practice to look into*  *-offering online appointment booking*  *- promote pharmacy services – such BP checks, minor ailment scheme*  *-agreed for more information to be displayed in waiting area* |
| **Questionnaire** |
| **What’s working…..**  *Survey looks professional* |
| **What needs changing (Questions 1,2,15,16&17 need to stay the same so that we can compare data from years 1,2&3)**  *3 pages makes it look lengthy.* |
| **Should any other questions be added**  *None as it is already quite detailed.* |
| **Any other comments**  *General comments on how the PPG were happy with services offered and the role that a GP plays. PPG present appreciated how busy the practice is and showed good understanding of the demands on the services.* |

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| Minutes/ notes of 2nd PPG meeting 25th February 2014 1pm to 2pm   * 3 members of the PPG attended the meeting with one GP and 3 other members of the surgery. * Mr A said that he did not want surgery practice to change was happy that we were flexible. * AA asked if he had heard of extended hours services. Current members of the PPG had not heard. NE handed out leaflets. * All agreed that it was good for working people but not for their needs as they are happy to see their own doctors. * AF said Survey results better than last year and with more people completing it. However need to improve on telephones. Mrs K commented that she does find it at times difficult to get through on the phones. AF responded that 10 to 10.30 impossible for us to call out or for anyone to call in because the other surgeries appointment phone lines open from 10am. Other times the practice is going to stress on answering the phones as priority   **Action- all staff on phone duty during peak hours**   * Mr A suggested that the waiting area could have more leaflets. LS stated that in the past children would scatter them causing health and safety issues. Mr A suggested having a few samples on display out of the way and if the patients wanted to read – they could ask reception and reception could hand out more. All agreed that this would work. Also needed more seating   **Action: Reception to place sample leaflets out in waiting area and Practice Manager to order more chairs**  AF asked that the practice is due to allow online appoint access. Mr A and Mrs K said that they would not use it as they are not internet users. Nevertheless agreed that it would be good for others.  **Action** **Practice Manager to look into online appointment booking**  AF asked if patient are more aware of the surgery website. Those present did not know  **Action – Practice Manager to promote website via notices on jayex board and waiting room.**  Outstanding issues from last PPG – to fix auto check in  **Action – Practice Manager to inquires as to new auto check in.**  AF stated that would like to have regular PPG meetings and would need to promote this more. All agreed that more notice is needed.  **Action Practice Manager – to promote PPG on website and give more advance notice of meetings**  AA introduced that our practice has gone live on EPS. Explained to patients what this is. Patients need to go to pharmacist and nominate their pharmacist for EPS  **Action Practice manager to update website to promote EPS**  **Action Points from PPG**   1. All admin staff on phone duty during peak hours to ensure phones are answered 2. Reception to place sample leaflets out in waiting area. 3. Practice Manager to order more chairs 4. Practice Manager to look into online appointment booking 5. Practice Manager to promote website via notices on jayex board and waiting room. 6. Practice Manager to inquire as to new auto check in. 7. Practice Manager – to promote PPG on website and give more advance notice of meetings 8. Action Practice manager to update website to promote EPS. |

* **These are the total results from all practices and your own practice.**
* **A total of 2,800 questionnaires were completed from the 25 GP practices that took part in the study and 139 patients from Dr Azad’s Surgery completed the questionnaire in total.**
* **Not all questions were answered by each patient so the total number of people answering each question will change**
* **You will need to look at last year’s report to see your practice has improved or not over the last year**

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| Q1. Frequency of the following happening - Get through when I need to on the telephone | | |
|  |  |  |
|  | Total | Boleyn Medical Centre, Dr Azad |
| Total | 2800 | 139 |
| All answering | 2627 | 134 |
| Always | 674 | 76 |
|  | 26% | 57% |
| Sometimes | 1015 | 43 |
|  | 39% | 32% |
| Occasionally | 579 | 13 |
|  | 22% | 10% |
| Hardly ever | 261 | 2 |
|  | 10% | 1% |
| Never | 98 | 0 |
|  | 4% | 0% |
| Not stated | 173 | 5 |
|  | 6% | 4% |
|  |  |  |
| Q1. Frequency of the following happening - Get an appointment on the day and time that I want | | |
|  | Total | Boleyn Medical Centre, Dr Azad |
| Total | 2800 | 139 |
| All answering | 2714 | 132 |
| Always | 518 | 37 |
|  | 19% | 28% |
| Sometimes | 965 | 60 |
|  | 36% | 45% |
| Occasionally | 709 | 24 |
|  | 26% | 18% |
| Hardly ever | 346 | 4 |
|  | 13% | 3% |
| Never | 176 | 7 |
|  | 6% | 5% |
|  | 19% | 8% |
| Q1. Frequency of the following happening - Book an appointment in advance instead of calling back nearer the time | | |
| All respondents. |  |  |
|  |  |  |
|  | Total | Boleyn Medical Centre, Dr Azad |
| Total | 2800 | 139 |
| All answering | 2646 | 129 |
| Always | 757 | 68 |
|  | 29% | 53% |
| Sometimes | 876 | 38 |
|  | 33% | 29% |
| Occasionally | 619 | 16 |
|  | 23% | 12% |
| Hardly ever | 227 | 3 |
|  | 9% | 2% |
| Never | 167 | 4 |
|  | 6% | 3% |
| Q1. Frequency of the following happening - See the GP of my choice | |  |
| All respondents. |  |  |
|  |  |  |
|  | Total | Boleyn Medical Centre, Dr Azad |
| Total | 2800 | 139 |
| All answering | 2705 | 135 |
| Always | 863 | 113 |
|  | 32% | 84% |
| Sometimes | 932 | 18 |
|  | 34% | 13% |
| Occasionally | 557 | 2 |
|  | 21% | 1% |
| Hardly ever | 214 | 0 |
|  | 8% | 0% |
| Never | 139 | 2 |
|  | 5% | 1% |
| Q1. Frequency of the following happening - Speak to a GP on the phone instead of coming in | | |
|  |  |  |
|  | Total | Boleyn Medical Centre, Dr Azad |
| Total | 2800 | 139 |
| All answering | 2513 | 124 |
| Always | 455 | 46 |
|  | 18% | 37% |
| Sometimes | 469 | 22 |
|  | 19% | 18% |
| Occasionally | 562 | 24 |
|  | 22% | 19% |
| Hardly ever | 411 | 16 |
|  | 16% | 13% |
| Never | 616 | 16 |
|  | 25% | 13% |
| Q1. Frequency of the following happening - Get an emergency appointment on that day | | |
|  |  |  |
|  | Total | Boleyn Medical Centre, Dr Azad |
| All answering | 2568 | 130 |
| Always | 683 | 86 |
|  | 27% | 66% |
| Sometimes | 676 | 27 |
|  | 26% | 21% |
| Occasionally | 551 | 8 |
|  | 21% | 6% |
| Hardly ever | 307 | 1 |
|  | 12% | 1% |
| Never | 351 | 8 |
|  | 14% | 6% |
| Q1. Frequency of the following happening - I am seen by my GP within 10 minutes of my appointment | | |
|  |  |  |
|  | Total | Boleyn Medical Centre, Dr Azad |
| Total | 2800 | 139 |
| All answering | 2679 | 135 |
| Always | 480 | 35 |
|  | 18% | 26% |
| Sometimes | 831 | 53 |
|  | 31% | 39% |
| Occasionally | 704 | 29 |
|  | 26% | 21% |
| Hardly ever | 381 | 10 |
|  | 14% | 7% |
| Never | 283 | 8 |
|  | 11% | 6% |
| Q1. Frequency of the following happening - I am treated with dignity and respect by my GP, nurses and other health professionals | | |
|  | Total | Boleyn Medical Centre, Dr Azad |
| Total | 2800 | 139 |
| All answering | 2750 | 138 |
| Always | 1866 | 125 |
|  | 68% | 91% |
| Sometimes | 695 | 12 |
|  | 25% | 9% |
| Occasionally | 138 | 0 |
|  | 5% | 0% |
| Hardly ever | 29 | 1 |
|  | 1% | 1% |
| Never | 22 | 0 |
|  | 1% | 0% |
| Q1. Frequency of the following happening - I am treated with dignity and respect by receptionists and other non-clinical staff | | |
|  | Total | Boleyn Medical Centre, Dr Azad |
| All answering | 2712 | 139 |
| Always | 1748 | 116 |
|  | 64% | 83% |
| Sometimes | 688 | 19 |
|  | 25% | 14% |
| Occasionally | 199 | 2 |
|  | 7% | 1% |
| Hardly ever | 44 | 1 |
|  | 2% | 1% |
| Never | 33 | 1 |
|  | 1% | 1% |
| Not stated | 88 | 0 |
|  | 3% | 0% |
| Q1. Frequency of the following happening - You can discuss more than one problem with your GP during an appointment | | |
|  | Total | Boleyn Medical Centre, Dr Azad |
| Total | 2800 | 139 |
| All answering | 2728 | 139 |
| Always | 1207 | 113 |
|  | 44% | 81% |
| Sometimes | 756 | 20 |
|  | 28% | 14% |
| Occasionally | 439 | 2 |
|  | 16% | 1% |
| Hardly ever | 175 | 0 |
|  | 6% | 0% |
| Never | 151 | 4 |
|  | 6% | 3% |
| Q2. Satisfaction with Their opening hours |  |  |
|  | Total | Boleyn Medical Centre, Dr Azad |
| Total | 2800 | 139 |
| All answering | 2588 | 138 |
| Very satisfied | 1444 | 107 |
|  | 56% | 78% |
| Fairly satisfied | 880 | 24 |
|  | 34% | 17% |
| Neither/nor | 163 | 6 |
|  | 6% | 4% |
| Fairly dissatisfied | 66 | 1 |
|  | 3% | 1% |
| Very dissatisfied | 35 | 0 |
|  | 1% | 0% |
| Not stated | 212 | 1 |
|  | 8% | 1% |
| Q2. Satisfaction with The waiting room (number of chairs, magazines, music, TV, more/ better toys for children etc) | | |
|  | Total | Boleyn Medical Centre, Dr Azad |
| Total | 2800 | 139 |
| All answering | 2706 | 131 |
| Very satisfied | 1185 | 74 |
|  | 44% | 56% |
| Fairly satisfied | 989 | 41 |
|  | 37% | 31% |
| Neither/nor | 292 | 3 |
|  | 11% | 2% |
| Fairly dissatisfied | 167 | 11 |
|  | 6% | 8% |
| Very dissatisfied | 73 | 2 |
|  | 3% | 2% |
| Not stated | 94 | 8 |
|  | 3% | 6% |
| Q2. Satisfaction with Information about the complaints procedure | |  |
|  | Total | Boleyn Medical Centre, Dr Azad |
| All answering | 2474 | 128 |
| Very satisfied | 850 | 77 |
|  | 34% | 60% |
| Fairly satisfied | 780 | 24 |
|  | 32% | 19% |
| Neither/nor | 647 | 24 |
|  | 26% | 19% |
| Fairly dissatisfied | 115 | 3 |
|  | 5% | 2% |
| Very dissatisfied | 82 | 0 |
|  | 3% | 0% |
| Q2. Satisfaction with Information given about repeat prescriptions | |  |
|  | Total | Boleyn Medical Centre, Dr Azad |
| Total | 2800 | 139 |
| All answering | 2581 | 130 |
| Very satisfied | 1225 | 97 |
|  | 47% | 75% |
| Fairly satisfied | 861 | 19 |
|  | 33% | 15% |
| Neither/nor | 380 | 12 |
|  | 15% | 9% |
| Fairly dissatisfied | 71 | 2 |
|  | 3% | 2% |
| Very dissatisfied | 44 | 0 |
|  | 2% | 0% |
| Not stated | 219 | 9 |
| Q2. Satisfaction with How information is given – posters, jayex boards/LED display (scrolling info on a screen), leaflets etc | | |
|  | Total | Boleyn Medical Centre, Dr Azad |
| All answering | 2583 | 129 |
| Very satisfied | 1183 | 80 |
|  | 46% | 62% |
| Fairly satisfied | 994 | 29 |
|  | 38% | 22% |
| Neither/nor | 317 | 16 |
|  | 12% | 12% |
| Fairly dissatisfied | 64 | 4 |
|  | 2% | 3% |
|  |  |  |
| Very dissatisfied | 25 | 0 |
|  | 1% | 0% |
| Q2. Satisfaction with Level of privacy when speaking to a receptionist in person | | |
|  | Total | Boleyn Medical Centre, Dr Azad |
| All answering | 2634 | 135 |
| Very satisfied | 957 | 79 |
|  | 36% | 59% |
| Fairly satisfied | 952 | 37 |
|  | 36% | 27% |
| Neither/nor | 397 | 11 |
|  | 15% | 8% |
| Fairly dissatisfied | 211 | 7 |
|  | 8% | 5% |
| Very dissatisfied | 117 | 1 |
|  | 4% | 1% |
| Q2. Satisfaction with Satisfaction with blood test experience |  |  |
|  | Total | Boleyn Medical Centre, Dr Azad |
| All answering | 2525 | 125 |
| Very satisfied | 1110 | 82 |
|  | 44% | 66% |
| Fairly satisfied | 817 | 26 |
|  | 32% | 21% |
| Neither/nor | 426 | 12 |
|  | 17% | 10% |
| Fairly dissatisfied | 110 | 2 |
|  | 4% | 2% |
| Very dissatisfied | 62 | 3 |
|  | 2% | 2% |
| Q3 1. Whether used Extended Hours Service - Used the Extended Hours service already - in the evening | | |
|  | Total | Boleyn Medical Centre, Dr Azad |
| All answering | 2483 | 125 |
| Yes, I have used it | 718 | 37 |
|  | 29% | 30% |
| Yes, someone in my family has used it | 325 | 10 |
|  | 13% | 8% |
| No | 1477 | 78 |
|  | 59% | 62% |
| Q3 2. Whether used Extended Hours Service - Used the Extended Hours service already – on a Saturday morning | | |
|  | Total | Boleyn Medical Centre, Dr Azad |
| Total | 2800 | 139 |
| All answering | 2440 | 122 |
| Yes, I have used it | 444 | 11 |
|  | 18% | 9% |
| Yes, someone in my family has used it | 337 | 8 |
|  | 14% | 7% |
| No | 1687 | 103 |
|  | 69% | 84% |
| Q3 3. Whether used Extended Hours Service - Use the Extended Hours service – in the evening | | |
|  | Total | Boleyn Medical Centre, Dr Azad |
| Total | 2800 | 139 |
| All answering | 2313 | 118 |
| Yes, I have used it | 531 | 28 |
|  | 23% | 24% |
| Yes, someone in my family has used it | 299 | 15 |
|  | 13% | 13% |
| No | 1506 | 76 |
|  | 65% | 64% |
| Q3 4. Whether used Extended Hours Service - Use the Extended Hours service – on a Saturday morning | | |
|  | Total | Boleyn Medical Centre, Dr Azad |
| Total | 2800 | 139 |
| All answering | 2209 | 121 |
| Yes, I have used it | 390 | 16 |
|  | 18% | 13% |
| Yes, someone in my family has used it | 260 | 9 |
|  | 12% | 7% |
|  |  |  |
| No | 1577 | 96 |
|  | 71% | 79% |
| Q4. If you, or someone in your family have used the Extended Hours Service how satisfied where you/they with the whole experience? | | |
|  | Total | Boleyn Medical Centre, Dr Azad |
| Total | 2800 | 139 |
| All answering | 2297 | 120 |
| Very satisfied | 507 | 33 |
|  | 22% | 28% |
| Fairly satisfied | 535 | 11 |
|  | 23% | 9% |
| Nether / nor | 239 | 4 |
|  | 10% | 3% |
| Fairly dissatisfied | 63 | 1 |
|  | 3% | 1% |
| Very dissatisfied | 34 | 0 |
|  | 1% | 0% |
| Not used the Extended hours Service | 919 | 71 |
|  | 40% | 59% |
| Q5. Reasons for rating of Extended Hours experience |  |  |
|  | Total | Boleyn Medical Centre, Dr Azad |
| Total | 2800 | 139 |
| All answering | 466 | 16 |
| Convenient/ fast/ smooth/ relaxed service | 121 | 3 |
|  | 26% | 19% |
| GP was very good/ listened/understanding etc | 102 | 2 |
|  | 22% | 13% |
| Can see a doctor quickly | 68 | 2 |
|  | 15% | 13% |
| Good/ great/ excellent service | 65 | 9 |
|  | 14% | 56% |
| Problems with GP | 33 | 0 |
|  | 7% | 0% |
| Work/ school/ an alternative | 32 | 0 |
|  | 7% | 0% |
| Lack of personal history/ no access to notes | 27 | 1 |
|  | 6% | 6% |
| Waited a long time to be seen | 21 | 0 |
|  | 5% | 0% |
| Problems with reception | 19 | 1 |
|  | 4% | 6% |
| Reception - positive comments | 17 | 1 |
|  | 4% | 6% |
| Appointment with GP - far away/ long distance | 15 | 0 |
|  | 3% | 0% |
| Not good/ had a bad experience | 12 | 0 |
|  | 3% | 0% |
| My notes are electronically available here | 1 | 0 |
|  | 0% | 0% |
| Other | 1 | 0 |
|  | 0% | 0% |
| Q6. Awareness/ usage of Electronic Prescription Service |  |  |
|  | Total | Boleyn Medical Centre, Dr Azad |
| Total | 2800 | 139 |
| All answering | 2224 | 128 |
| Yes, I use it already | 728 | 36 |
|  | 33% | 28% |
| Yes, but don't use it | 708 | 52 |
|  | 32% | 41% |
| Not heard of the service | 788 | 40 |
|  | 35% | 31% |
| Q8/9/10. Other comments about GP services |  |  |
|  | Total | Boleyn Medical Centre, Dr Azad |
| Total | 2800 | 139 |
| All answering | 1546 | 78 |
| Positive - GP is friendly/ helpful/ explains well/ listens - postive comments | 845 | 63 |
|  | 55% | 81% |
| Negative - Appointments run late/ wait too long even with an appointment | 244 | 12 |
|  | 16% | 15% |
| Positive - Reception staff are helpful/ friendly - positive comments | 167 | 7 |
|  | 11% | 9% |
| Negative - Receptionists - rude/ unhelpful/ impolite - negative comments | 122 | 4 |
|  | 8% | 5% |
| More staff/appointments needed - GPs, Nurses, Health Visitors etc | 103 | 3 |
|  | 7% | 4% |
| Negative - Improved booking/ appointment systems | 97 | 0 |
|  | 6% | 0% |
| Negative - Waiting room improvements - bigger/ more space/ more seats/ TV/ water/ cleaner/ redecorate etc | 95 | 8 |
|  | 6% | 10% |
| Negative - Get appointments faster/ hard to get an appointment | 88 | 1 |
|  | 6% | 1% |
| Negative - Answer the phone when I call | 79 | 0 |
|  | 5% | 0% |
| Negative - More evening or Saturday appointments | 70 | 1 |
|  | 5% | 1% |
| Negative - Can't get through on the phone | 68 | 1 |
|  | 4% | 1% |
| Negative - Need/ should be able to discuss more than one problem/need more time/need more time | 68 | 1 |
|  | 4% | 1% |
| Negative - GPs are rude/ unhelpful/ impolite - negative comments | 57 | 0 |
|  | 4% | 0% |
| Positive - I can always get an emergency appointment | 47 | 1 |
|  | 3% | 1% |
| Negative - I would like to make an appointment on the day and the time that I need to | 38 | 2 |
|  | 2% | 3% |
| Negative - I would like to be able to see my GP when I need to | 38 | 1 |
|  | 2% | 1% |
| Negative - Reception should be more private/ queues are too long | 35 | 3 |
|  | 2% | 4% |
| Providing information/ resources etc | 33 | 1 |
|  | 2% | 1% |
| Positive - Very easy to get an appointment | 31 | 0 |
|  | 2% | 0% |
| Negative - I would like to make an appointment in advance rather than having to call back | 28 | 0 |
|  | 2% | 0% |
| Positive - My GP is excellent | 22 | 1 |
|  | 1% | 1% |
| Negative - Email or alternative method of contact/ on-line booking etc | 19 | 1 |
|  | 1% | 1% |
|  |  |  |
| Negative - GPs calling back - they don't ring/ missed calls etc | 19 | 0 |
|  | 1% | 0% |
|  |  |  |
| Positive - Repeat prescriptions - good service/blood tests are good etc | 19 | 0 |
|  | 1% | 0% |
| Negative - Childrens/ play area needs improving - buggy area/ more toys/ more facilities/ baby changing etc | 18 | 2 |
|  | 1% | 3% |
| Positive - Appointment reminders are good/ need reminders | 16 | 0 |
|  | 1% | 0% |
| Positive - nurse comment | 16 | 0 |
|  | 1% | 0% |
| Positive - Appointments are kept to time | 11 | 1 |
|  | 1% | 1% |
| Negative - Blood tests on site | 9 | 0 |
|  | 1% | 0% |
| Ticket machine/ touch screens | 7 | 0 |
|  | 0% | 0% |
| Other | 129 | 5 |
|  | 8% | 6% |
| Nothing - they are doing a good job already | 26 | 0 |
|  | 2% | 0% |
| Not stated | 1254 | 61 |
|  | 45% | 44% |
| NETS |  |  |
| Total GP | 950 | 64 |
|  | 61% | 82% |
| Positive GP | 862 | 64 |
|  | 56% | 82% |
| Negative GP | 142 | 1 |
|  | 9% | 1% |
| Total Receptionist | 324 | 14 |
|  | 21% | 18% |
| Positive Receptionist | 184 | 7 |
|  | 12% | 9% |
| Negative Receptionist | 153 | 7 |
|  | 10% | 9% |
| Total Appointment | 712 | 18 |
|  | 46% | 23% |
| Positive Appointment | 94 | 1 |
|  | 6% | 1% |
| Negative Appointment | 652 | 17 |
|  | 42% | 22% |
| Total Waiting Room | 108 | 10 |
|  | 7% | 13% |
| Negative Waiting Room | 108 | 10 |
|  | 7% | 13% |
| Nurse | 16 | 0 |
|  | 1% | 0% |
| More resources | 40 | 1 |
|  | 3% | 1% |
| Q11. Gender |  |  |
|  | Total | Boleyn Medical Centre, Dr Azad |
| All answering | 2383 | 123 |
| Male | 958 | 51 |
|  | 40% | 41% |
| Female | 1425 | 72 |
|  | 60% | 59% |
| Q12. Age |  |  |
|  | Total | Boleyn Medical Centre, Dr Azad |
| All answering | 2513 | 130 |
| Under 18 | 52 | 0 |
|  | 2% | 0% |
| 18 – 24 years | 270 | 7 |
|  | 11% | 5% |
| 25 – 34 years | 656 | 32 |
|  | 26% | 25% |
| 35 – 44 years | 573 | 38 |
|  | 23% | 29% |
| 45 – 54 years | 457 | 25 |
|  | 18% | 19% |
| 55 – 64 years | 298 | 13 |
|  | 12% | 10% |
| 65 – 74 years | 147 | 11 |
|  | 6% | 8% |
| 75 – 84 years | 49 | 4 |
|  | 2% | 3% |
| 85 plus years | 11 | 0 |
|  | 0% | 0% |
| Q13. Ethnic Group |  |  |
|  | Total | Boleyn Medical Centre, Dr Azad |
| All answering | 2492 | 127 |
| White English / Welsh / Scottish / Northern Irish /British | 547 | 30 |
|  | 22% | 24% |
| Any other white background – Irish/ Traveller/ Polish/ other Eastern European | 187 | 12 |
|  | 8% | 9% |
| Any other Mixed / multiple ethnic background | 96 | 5 |
|  | 4% | 4% |
| Black / African / Caribbean/ Any other background | 510 | 24 |
|  | 20% | 19% |
| Indian/ Pakistani/ Bangladeshi/ Chinese/ Any other Asian background | 1013 | 48 |
|  | 41% | 38% |
| Any other ethnic group | 77 | 3 |
|  | 3% | 2% |
| Prefer not to say | 62 | 5 |
|  | 2% | 4% |
| Q14. Employment Status |  |  |
|  | Total | Boleyn Medical Centre, Dr Azad |
| All answering | 2390 | 122 |
| Full-time or part-time paid work | 1156 | 62 |
|  | 48% | 51% |
| Full-time education at school, college or university | 206 | 6 |
|  | 9% | 5% |
| Unemployed | 246 | 14 |
|  | 10% | 11% |
| Retired | 230 | 14 |
|  | 10% | 11% |
| Permanently sick or disabled | 129 | 8 |
|  | 5% | 7% |
| Looking after the home/ children/ carer | 326 | 17 |
|  | 14% | 14% |
| Doing something else | 97 | 1 |
|  | 4% | 1% |
| Q15. Carer |  |  |
|  | Total | Boleyn Medical Centre, Dr Azad |
| All answering | 2800 | 139 |
| No | 2350 | 116 |
|  | 84% | 83% |
| Yes – 1 – 16 hours a week | 201 | 9 |
|  | 7% | 6% |
| 17 – 35 hours per week | 114 | 5 |
|  | 4% | 4% |
| More than 35 hours per week | 135 | 9 |
|  | 5% | 6% |
| Q16. Whether suffers from any long-term conditions |  |  |
|  | Total | Boleyn Medical Centre, Dr Azad |
| All answering | 1966 | 104 |
| High blood pressure | 453 | 22 |
|  | 23% | 21% |
| Asthma | 315 | 18 |
|  | 16% | 17% |
| Arthritis/ joint problems | 293 | 23 |
|  | 15% | 22% |
| Diabetes | 268 | 15 |
|  | 14% | 14% |
| Angina/ heart disease | 102 | 5 |
|  | 5% | 5% |
| COPD | 39 | 2 |
|  | 2% | 2% |
| Cancer (last 5 years) | 29 | 0 |
|  | 1% | 0% |
| No long term condition | 259 | 7 |
|  | 13% | 7% |
| Other | 706 | 40 |
|  | 36% | 38% |
| Q17. Frequency of visiting surgery |  |  |
|  | Total | Boleyn Medical Centre, Dr Azad |
| All answering | 2183 | 121 |
| Frequently – once a month or more often | 599 | 35 |
|  | 27% | 29% |
| Occasionally – every 2 or 3 months | 973 | 58 |
|  | 45% | 48% |
| Sometimes – every six months or so | 428 | 21 |
|  | 20% | 17% |
| Rarely – once a year or less | 183 | 7 |
|  | 8% | 6% |
| Q18. Recommending surgery |  |  |
|  | Total | Boleyn Medical Centre, Dr Azad |
| Total | 2800 | 139 |
| All answering | 2228 | 124 |
| Definitely recommend | 1187 | 110 |
|  | 53% | 89% |
| Probably recommend | 604 | 9 |
|  | 27% | 7% |
| Wouldn't recommend | 384 | 5 |
|  | 17% | 4% |
| Don't know | 53 | 0 |
| Q19. Whether knows if practice has a PPG |  |  |
|  | Total | Boleyn Medical Centre, Dr Azad |
| All answering | 2246 | 118 |
| Yes, am a member | 147 | 8 |
|  | 7% | 7% |
| Yes, did know | 379 | 13 |
|  | 17% | 11% |
| No, didn't know | 1720 | 97 |
|  | 77% | 82% |

**FINAL PPG COMMENTS/ FEEDBACK**

**THIS IS GUIDE FOR RUNNING THE SECOND PPG – PLEASE USE A GUIDELINE IN T HE MEETING**

**Topic Guide – PPG DES Consultation PART TWO**

* General introduction to PPG, outlining purpose
  + The purpose of today’s discussion is to answer the questions above, discuss the results from the questionnaire and put together an Action Plan for your practice
  + This is a requirement of the DES (Designated Enhanced Service) the aim of which is to increase patient access to GP and healthcare professionals outside of usual opening hours as well increasing patient engagement and involvement when planning healthcare services

***General discussion about the Action Plan please complete***

|  |
| --- |
| What do YOU think needs to be addressed from the results shown and discussed today? Particularly look at areas that have gone down in satisfaction levels.  Action Point One -  Action Point Two -  Action Point Three -  Action Point Four -  Action Point Five - |
| Go through each point mentioned above and for each find out:-  Who else thinks something needs to be done about this point? |
| What can be done/ or what are other surgeries doing that is good? |
| Bearing in mind budget and also other pressures on your GP practice what can they do to address this issue? |
| What is your action plan for this point…….? |
| Who needs to be involved? |
| How could it be tested? |
| What could you as patients do to help your surgery get this right? |
| Anything else? |
| What do you think about the PPG? Is it helpful, a good idea, waste of money etc etc |
| How should we pass on the message about this PPG and the new ones that will be put together from April? Posters/ newsletters/ emails/ website etc etc |
| Any other comments/suggestions/recommendations |

Thank You!