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## Walderslade Surgery

### Patient Survey in Consultation with the Patient Participation Group 2012

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#### 1. Practice Opening Times

##### Opening Hours

Monday	8.00am – 11.30am	3.30pm – 8.00pm
Tuesday	8.00am – 11.30.am	3.30pm – 8.00pm
Wednesday	8.00am – 11.30am	3.30pm – 8.00pm
Thursday	8.00am – 11.30am	3.30pm – 8.00pm
Friday	7.00am – 11.30am	3.30pm – 6.30pm
Saturday	Closed	
Sunday	Closed	

Extended hours Monday–Thursday

Appointments are available up to 7.30pm (by appointment only).

Reception closes at 6.30pm except for access for late appointments.

#### 1.1 Out of Hours Arrangements

When the practice is closed, calls to Walderslade Surgery automatically divert to the out of hours service. This service is commissioned by Barnsley Primary Care Trust and Care UK is the service provider.

To access this service call the surgery in the usual way on 01226 743221.

#### 1.2 Contacting Walderslade Surgery

For appointments and enquiries call	01226 743221
Fax	01226 352401
Website	<a href="http://www.waldersladesurgery.co.uk">www.waldersladesurgery.co.uk</a>

#### 2. Local Population

Local population data from Barnsley Metropolitan Borough Council posted on the LASOS website identifies the ward of Hoyland & Milton as having a population of 12 554. Walderslade Surgery has extended boundaries into Rotherham and Sheffield so the population will be slightly higher than this figure.

Statistics show this ward as having 3% population who are from white/non-white ethnic minority backgrounds.

<b>Local Population Data</b>	<b>%</b>
Population aged 0-19	25
Population Aged 50+	33
Population - Working Age (2007)	62
Working Age - DWP Claimants (Nov07)	13
BME	3

## 2.1 **Walderslade Practice Profile**

Walderslade surgery has 13, 330 patients.

<b>Age Groups</b>	<b>0-4</b>	<b>5-16</b>	<b>17-24</b>	<b>25-34</b>	<b>35-44</b>	<b>45-54</b>	<b>55-64</b>	<b>65-74</b>	<b>75-84</b>	<b>85-89</b>	<b>90+</b>	<b>Total</b>
<b>Female</b>	405	853	570	899	957	1003	809	686	433	133	68	<b>6816</b>
<b>Male</b>	437	898	608	781	953	979	801	650	315	69	23	<b>6514</b>
												<b>13330</b>

Currently our ethnicity data covers 61% of the practice population. We consider that the statistical data of 3% is significantly representative for the purpose of this survey.

## 2.2 **Patient Participation Group Profile**

<b>Age Groups</b>	<b>35-44</b>	<b>45-54</b>	<b>55-64</b>	<b>65-74</b>	<b>75-84</b>	<b>Total</b>
<b>Female</b>	1		1	5	1	<b>8</b>
<b>Male</b>		1	1	1	1	<b>4</b>

## 2.3 **Practice Patient Population compared to Patient Participation Group**

<b>Age Group</b>	<b>% Patient Population</b>	<b>% Patient Participation Group</b>
<b>17-24</b>	8.8	0
<b>25-34</b>	12.6	0
<b>35-44</b>	14.3	8.3
<b>45-54</b>	14.9	8.3
<b>55-64</b>	12.1	16
<b>65-74</b>	10	50
<b>75-84</b>	5.6	16
<b>Ethnic Minorities</b>	3	16.6

The PPG is reasonably representative of the practice population however it has been difficult to attract those from the younger age range. Please see points **2.4** & **3.3** on how we have tried to address this underrepresentation.

## 2.4 **Social Inclusion**

Since the PPG formed in 2010 the group have tried many ways to try and increase membership to attempt to get a more representative section of our patient population involved. Some examples are;

1. Advertising for new members in the Jayex board in practice
2. Posters in practice
3. Word of mouth (opportunistic conversations with other patients)
4. Patient Participation Group notice board in practice
5. Practice newsletters
6. Promotion at flu clinics

The opportunity to get involved has been included in the patient survey and 62 patients responded positively to attending a future meeting.

## 3. **The Patient Survey 2012**

### 3.1 **Setting the Priorities**

At the Patient Participation Group (PPG) meeting in December 2011, the group revisited priorities it set earlier in the year. These priorities were;

- To produce a communication strategy for Walderslade to address communication with the PPG and the wider patient group.
- To attract representation at the PPG of the younger patient population.
- To produce a survey to gather feedback from patients on how effective the practice is at communicating information to patients, to understand what methods of communication are currently effective and to identify what information patients want from the practice.
- We will use the survey results to produce objectives for 2012/13.

### 3.2 **Drawing up the Questions**

Questions for the survey were based on the priorities set by the Patient Participation Group; the PPG were directly involved in the choice of questions and for planning the survey delivery, analysis of the feedback and production of the action plan.

### 3.3 **Conducting the Survey**

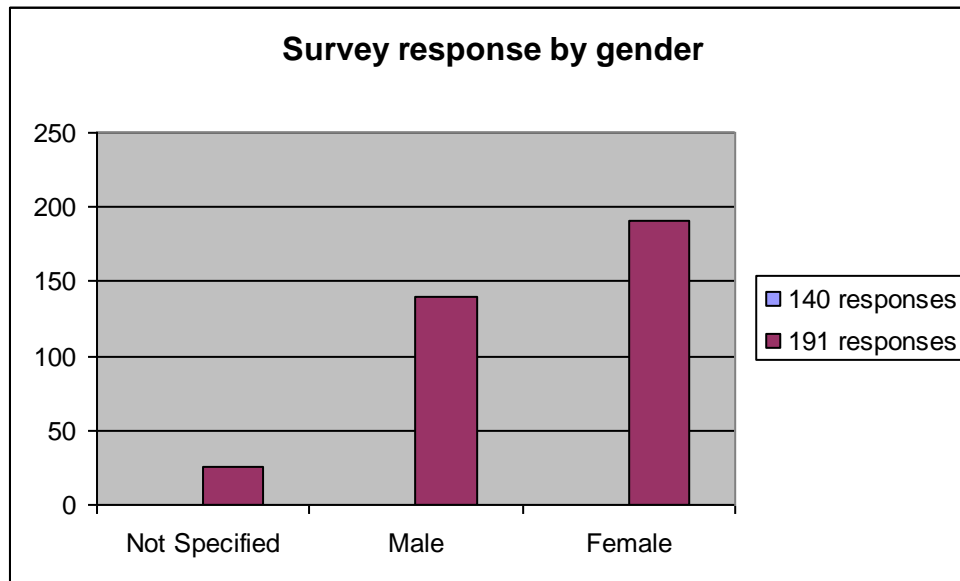
The survey was made available in practice for 8 days in February 2012 and was distributed in the following ways;

- Patients booking in at reception were asked if they wanted to complete the survey
- Surveys were made available in both waiting rooms
- Members of the PPG came into surgery during the baby immunisation clinics to assist mums with babies and young children to complete the survey (in addition we used this as an opportunity to promote the PPG)

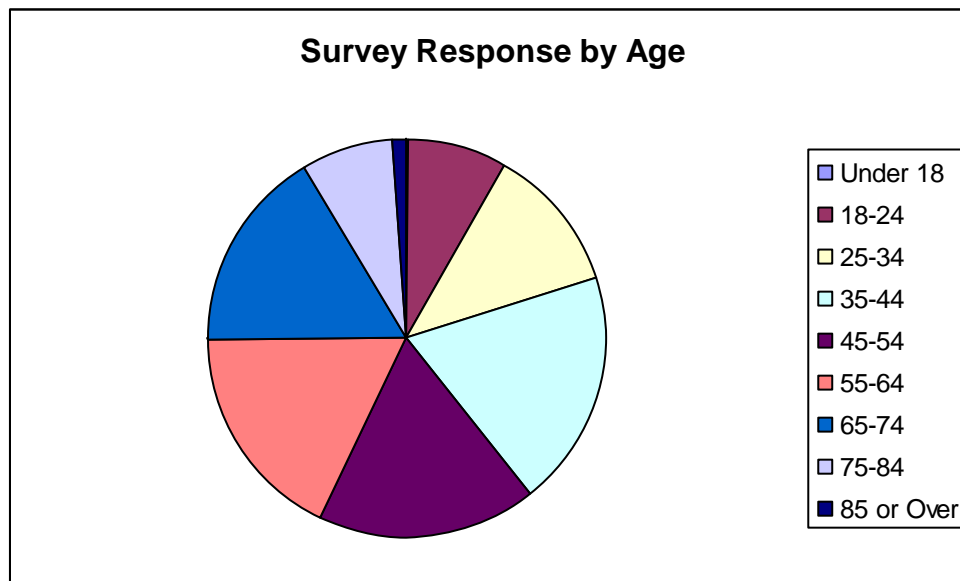
Not all questions were answered in the survey and some questions elicited more than one response.

## 4. Survey Results

### 4.1 Response by Gender



### 4.2 Survey Response by Age



### 4.3 How do patients find out information about the surgery?

58% of patients responding to the survey visited between 3 and 12 times per year and 16% more than 12 times per year.

68% of respondents currently find out information about the practice through posters in the surgery.

Only 11% of respondents used the website for information.

#### 4.4 **How would patients like to find out information about the surgery?**

67% respondents still think this is the most useful way of finding out information. A further 28% think the practice newsletter is a useful source of information.

24% said email would be a useful communication method and 19% stated the website.

#### 4.5 **On line appointments**

73% of respondents said they were aware of online appointment booking and the same number stated they would use it. (Our practice data suggests that this service is very under utilised). 13 respondents said they already use this service.

Only 0.005% said they didn't have a computer and 19% said they wouldn't use online booking.

#### 4.6 **Repeat prescriptions online**

56% of respondents said they would use online repeat prescription ordering and 36% said they wouldn't.

#### 4.7 **Text messaging service**

86% of respondents have a mobile telephone and of these 70% said they would be happy to receive text appointment reminders from the surgery.

#### 4.8 **Surveys on line**

46% of respondents said they would be happy to complete surveys on line from time to time. 44% said no.

#### 4.9 **Appointments**

83% of respondents were aware that they could have telephone appointments. 42% thought that telephone appointments could meet their need for an appointment, and 39% of thought nurse appointments or nurse telephone appointments could meet their needs.

46% of respondents thought a walk in service would be of use.

Other feedback suggested that patients want more information about how to book appointments and what appointments are available.

#### 4.10 **Self help groups**

When asked about long term conditions, 24% of respondents expressed and interest in long term condition self help groups. Of these diabetes and chronic pain were the main areas requested.

#### 4.11 Patient Participation Group

79% of our patients were not aware of the Patient Participation Group but 62 patients (17%) expressed an interest in coming to a PPG meeting.

#### 4.12 Positive Feedback

Among other feedback gathered from the survey were positive comments about the practice and the staff.

- It is good and the staff are nice and friendly
- I have been satisfied by the service I have received
- I am satisfied at the moment
- No, think they cover everything and the staff are always more than willing to help

#### 5. Action Plan

The following action plan was drawn up with the PPG and agreed with the Partners of the practice.

<b>Action Area</b>	<b>How</b>	<b>Timescale</b>
Diversity – are we meeting needs of diverse range of patients?	Look at ethnicity and other data on patient population e.g. hearing, physical, sight, learning impaired and set targets to address minorities	Practice Manager to update the PPG in October 2012
Access to information	Promote use of website for access to information  Look at ways of utilising TV screen to promote services available  Consider use of emails to communicate surgery information	With immediate effect  Practice Manager to update the PPG in October 2012  Practice Manager to update the PPG in October 2012
Appointments	On line appointments - look at the availability of appointments for accessibility and promote through posters, newsletter, T.V. (in house), website, prescriptions  General raising awareness of appropriate use of appointments  Consider other appointment options, nurse, more telephone, walk in service	With immediate effect  With immediate effect  Practice Manager to update the PPG in July
On line repeat	Promote use of this service	July 2012

prescriptions	when available	
Text messaging service	Consider roll out when this service is available and working to a satisfactory level through Emis web our clinical system	Practice Manager to update the PPG in October 2012
Self help groups	Consider options for setting up self help groups for diabetic patients and those with heart disease & chronic pain	PPG to produce a plan in 2012/13
PPG membership	Email all respondents with more information about PPG and have structured approach to inviting them to meetings  Consider ways of involving and recruiting younger members to the group	May 2012  PPG to lead on this in July
Surveys	Consider use of email addresses provided for the purpose of further information gathering/surveys	With immediate effect
TV in upstairs waiting room	Explore options for TV or radio facility in upstairs waiting room	Practice Manager to update the PPG in October 2012

### 5.1 Advertising & Promoting the Survey, Report and Action Plan

- The action plan will be discussed with the practice team at the practice meeting on 26<sup>th</sup> March 2012.
- The survey report and action plan will be posted to every member of the PPG.
- The survey report and action plan will be emailed to every patient who provided their email address on the survey feedback form.
- The survey, report and action plan will be published on the practice website from March 2012.
- The survey report and action plan will be made available in practice for patients to read.
- The survey report and action plan will be promoted on the PPG notice board in practice.