



## Middleport Medical Centre

### Patient Participation Group Survey March 2014

#### How the survey was carried out

Middleport Medical Centre carried out the Patient Questionnaire in surgery over a two week period during March 2014

It was suggested that we sampled 50 patients per 1000 registered population as this was the recommendation from GPAQ in the past. The surgery did not use the GPAQ survey as the PPG felt that there were too many questions on it and that more relevant questions could be asked. This follows analysis of last year's survey and the group felt that there was little to be gained by asking questions where the score was 'very good' or 'excellent' last year. Other questions were asked which would help to understand patients' feelings across the service provided, care from clinicians and access. This was agreed by all members of the PPG.

There were 2257 patients registered as at 1.3.14 and therefore 100 questionnaires were given out during the period.

The forms were completed in reception with the assistance of the PPG members and reception staff and were given to the Practice Manager to be collated.

We ran this survey in addition the national GP patient survey in order to give an accurate picture of our performance. This is in key areas such as reception, appointments, access, communication, continuity and enablement. It also gives patients the opportunity to feedback on their personal experience whilst offering us suggestions to improve the delivery of our services.

#### Practice Introduction

Middleport Medical Centre was opened in 2010 after campaigning by the local residents. It is a modern two story building with a clinical corridor for patients. It has a large, bright, open reception area and rooms upstairs for admin and external services if appropriate. Other services which use the building include The Hand Surgery Clinic, Respiratory Nurse Clinic and Oncology Clinic. There is a large multipurpose meeting room which is used by the practice, other groups within the NHS and also the local community including the Local Residents' monthly meetings.

#### Comments

Listed below are some of the comments from the open questions at the end of the questionnaire.

'The reception staff are always helpful and cheerful'

'I like the fact that I can book On-Line'

'The nursing staff give you plenty of time'

'Sometimes I can't get through on the phone'

'I don't like it when I see different doctors all the time'

'The GP doesn't seem to know me and I have to go through everything each time I come in'

### Access

The survey illustrated that patients are dissatisfied with two key areas:

Ability to make appointments on the phone

And

The time spent with the GP

Due to the fact that the practice is still trying to recruit a new GP, we have been working with locums more than we would have liked. This post is advertised and will hopefully be filled soon. This should reduce the feeling of not having continuity of care, and also will enable patients to build a doctor/patient relationship with their GP of choice.

We now offer patients the opportunity to register, book appointments and order repeat medication On-Line. This will help reduce waiting times for medication and offers those patients who need to plan ahead, the ability to pre book an appointment.

The Patient Participation Group is keen to attract new members. A new leaflet will be distributed amongst patients to aid with booking appointments. This will show information about the practice clinicians, who can do which procedures, opening times and surgery times etc. The desire is to have a wide selection of patients on the PPG across all age groups and ethnicities. The PPG has recently welcomed some new members and a Chairman has now been elected. He is also an active member of the Patients' Congress in Stoke and has a lot of experience of this role from another practice. He is keen to involve all members and to participate whenever possible. This will be fully supported by the Practice Manager.

The PPG would like to conduct another 'In House' survey later this year which will reflect the changes suggested. The main aims following the survey are as follows:

- Intensify the search for new permanent GPs, ideally 1 male and 1 female, to bring continuity for both the patients and the staff
- Continue to monitor service issues at regular staff meetings
- Meet with the PPG at times and dates to suit the majority of members

### Receptionists

Monthly staff meetings are held to try and address any issues which occur over time. All staff are encouraged to give their ideas about improving access and appointment levels. The comments about reception staff were generally good. Any areas for concern around service will be addressed at staff meetings.

### **Recommendations**

1. Continue Staff training and monthly Practice Meetings.
2. Practice vacancies to be filled as soon as possible.
3. Two receptionists to cover the reception area at all times for security.
4. Maintain accessibility for Information leaflets.
5. Maintain and update Contact numbers of self Help Groups.

Following the recent survey, the PPG will meet again to review where future changes need to be made and to implement them where appropriate.