

PATIENT PARTICIPATION GROUP
REPORT MARCH 2014

Welcome to Little Chalfont Surgery website and our survey report 2014. If you are a new patient or just browsing please feel free to take a closer look to discover more about our practice; our profile and services can be found on the left hand side of the home page, where further links when clicked will give you even further information to our opening times, personnel and services. In brief:

The Practice Profile:

The partnership of Drs Bajwa & Aggarwal is a full equal partnership with no restriction or limitations, contracted to Chiltern Commissioning Group to provide general medical services to registered & temporary patients within our practice boundary. Persons not registered but within the boundary can receive immediately necessary treatment for emergencies.

The Doctors:

Dr R S Bajwa, BM, BPharm(Hons), MRPharmS, MRCGP, DFFP.	Qualified Southampton 1995
Dr A. K. Aggarwal, MBChB, MRCGP, DCH	Qualified Liverpool 1989
Dr S Kennedy, MBChB (Dr Kennedy works part time).	Qualified Liverpool 2003
Dr N Hussain MBChB (Registrar)	Qualified Manchester 2009
Dr A Rowlands MB BS (Registrar)	Qualified London 2008

Practice Manager: Sue Hughes

Surgery opening hours, access and contact details:

Mon – Fri 8.30am to 1.00pm & 2.30pm to 6.00pm

Contact details 01494 762323

IN A SERIOUS EMERGENCY DIAL 999 FOR AN AMBULANCE

FOR OTHER URGENT SITUATIONS and when the surgery is closed a doctor is always on call for urgent advice:

Mon-Fri 6.30pm-8.00am and weekends

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Mon-Fri 8.00am-8.30am and 1pm-2.30pm

07580330208

For Home Visits, please call the surgery, if possible before 10.30am, unless the condition has arisen or significantly worsened during the day.

Appointments:

Times vary on a daily basis. We offer extended access where there are appointments available from 7.40 am Monday to Friday.

Routine appointments are available in advance for 10mins for new & existing medical conditions. If you cannot keep your appointment please let us know, as soon as possible & we will rebook accordingly. If you arrive late you may be asked to rebook.

Urgent appointments, for on the day medical needs will be dealt with by the duty doctor, a 5 min appointment will be offered if appropriate.

Telephone appointment for simple enquiries to clinicians can be made and will be logged on our computer system and an appropriate contact will be made on the same or following working day.

Patient Participation Group demographics

The members of our Patient Participation Group who get involved with the survey represent our population as follows:

Female	43%
Male	57%
White British	78%
Indian	14%
Irish	8%
Age:	
17 – 24	7%
45 - 54	14%
55 – 64	43%
65 – 74	14%
75 – 84	15%

How the practice agreed priorities with the PPG:

The PPG group members were contacted via e mail where the suggested items for the survey were put to the group. The group were asked to comment on the content and were asked to contribute to survey if they so wished. The e mail sent was:

“Dear Patient group member

Our annual survey is now available on the Little Chalfont Surgery website and I would be grateful if you could take a few moments of your time to view and complete. Please do let me know if there are areas you feel I have missed out as that would be important to you to be included.

Thank you for your time”.

36% of the group responded positively to the content and went ahead to complete the survey.

1 member commented as follows *“I have completed the survey but strongly feel that the questions are not those that patients would want you to ask.*

There should be questions about attending the surgery, standards of care, “what can we do better” – questions relating to actually improving the service”.

Our priorities for the surgery this year have been to improve communication following the survey last year where we made proposals for text messaging, information screens and appointments on line.

The 2014 survey was also to find out from patients how they accessed other services i.e. out of hours and pharmacy. It is hoped that during the course of the following year the doctors will invite the PPG to take part in a 360 degree survey, which will address the concerns of the member of the group who felt the survey this year was lacking.

How the survey results were collected and how the PRG was informed:

The survey once agreed was published on our website and left for patients to complete. Patients not necessarily able to get to a computer were also encouraged to complete hard copy surveys and these results were analysed via the website.

Once the survey was closed the results were published immediately on the website.

The content of the **patient survey** can be viewed at the end of this report, we used multiple choice questions and answers and allowed space for patients to comment further if they so wished.

Following discussions about the results with the partners a copy of this report was sent to each member via email as follows:

“Dear All

Attached is the proposed surgery report to be published on the Little Chalfont Surgery website following our online patient survey. Please could you take a look at the published survey, our comments and proposals following the outcome. We would very much appreciate your thoughts regarding this.

Regards”

Results:

The survey has revealed that the majority of our patients feel that the way in which we provide the information is “adequate” and “sufficient” and meets their expectations. Clearly we should be aiming for this to be more than adequate and we need to enhance our areas of communication.

It is clear that providing information via a variety of mediums is essential but does need to be updated more regularly.

Proposed changes and future developments:

E Mailing

From the survey patients are looking for e mail access which we do not currently provide. However a system of “secure messaging” is in the process of being set up and will become available to all patients within the next few weeks. (It is available to patients who already use our online prescription services).

Texting

Text messaging has proved to a great success and the collection of mobile numbers is an ongoing task so that we can enhance our appointment system further reminders via text messaging. We also aim to use this system to remind patients in advance that they are due annual reviews.

Appointments on Online:

In last years report we announced we would be looking in to providing this service and we can confirm that this service will be up and running and available through our website from May onwards. Members of the PPG group will be sent instructions of how to use the system when it is ready for use and will be asked to report back to the surgery before full implementation.

Information screens:

The screens have proved to be an asset for patients who have an appointment and provide a variety of information. Following our review of the survey and comments made verbally they are certainly beneficial but again we feel we can enhance their usage. We are looking to customise messages more for our patients alongside the global messages that currently appear.

The Surgery Website

This source of communication is proven to be the way in which the majority of our patients look up advice and information regarding our services. Again the survey shows that we are in need of further work in keeping this site updated. Plans for this will involve more links for patients to help with the management of self limiting illnesses.

Telephones

The survey did not include questions regarding this form of communication as the system is in the process of being upgraded as we are aware of its' current failings. The 360 degree survey will include questions about the new telephone system which is due to in operation for May 2014.

Little Chalfont Surgery - Practice Survey 2014

YOUR CARE**1) I feel that the way in which the surgery provides me with health information is adequate**

Strongly Agree	
Agree	
Partly Agree	
Strongly Agree	

2) I have enough information about the services on offer

Strongly Agree	
Agree	
Partly Agree	
Strongly Agree	

3) How should we provide health information?

Text Messaging	
E Mail	
Posters and Leaflets	
Screen in Reception	

COMMUNICATION OF OUR SERVICES**4) Which of the following do you use to find out about our services?**

Surgery website	
Telephone	
Newsletter	
NHS Choices Website	
Notice Boards	
Other, please comment below	

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5) Did they give you the information you needed?

Yes	
No	

6) How could information sharing be improved?

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7) Who have you contacted when the surgery is closed?

NHS 111	
A&E	
Minor Injuries	

8) How satisfied were you with this?

Very Satisfied	
Somewhat satisfied	
Very Satisfied	

YOUR SURGERY VISIT

9) Do you feel you were treated with dignity and respect whilst visiting the surgery?

Yes, always	
Somewhat	
No	

10) How would you rate how well the doctors, nurses and administrative team work together?

Excellent	
Very Good	
Good	
Fair	
Poor	

11) Thinking of the last time you visited the surgery, was there anything particularly good about your visit?

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12) Thinking of the last time you visited the surgery, was there anything that could have been improved?

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PRESCRIPTION SERVICES

13) If you order your own prescription, do you

Deliver the requests to the surgery by hand	
Order on line	
Use other – please explain below the service you use	

14) Do you collect your own prescription?

Yes	
No, please describe your method of collection below	

15) Would you like a home delivery service?

Yes	
No	

ABOUT YOURSELF

Are you?

Male	
Female	

How old are you?

Under 16	
16 - 44	
45 - 64	
65 - 74	
75 and over	

What is your ethnic group?

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Which of the following best describes you?

Employed	
Unemployed	
In full time education	
Unable to work due to long term sickness	
Looking after your home and family	
Retired from paid work	
Other	