

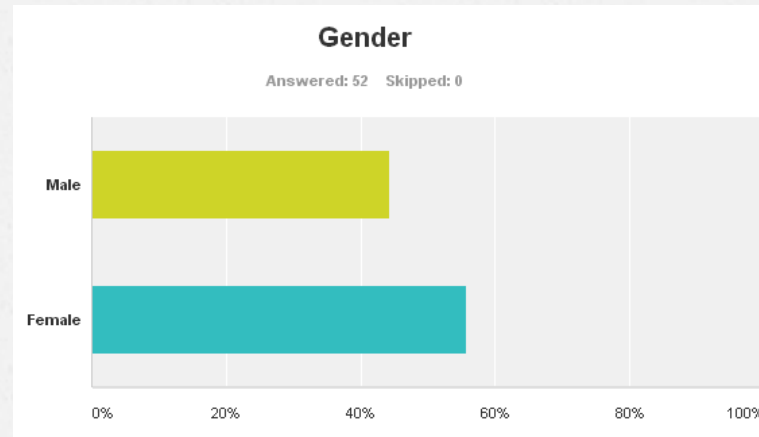
Patient Group Report 2013-2014

PPG Practice Population

Our PPG group is open to every member of our practice, which at the 17th February 2014 stands at a population of 7079. We are lucky to have a good representation when it comes to age groups within our PPG, and we have members from as young as 16 up to people over the age of 70. All patients regards of race or gender are actively encouraged to join the group. The PPG member list currently stands at 103 members which is a 194% increase on last years members.

Answer Choices	Responses	
16-25 years	11.54%	6
26-40 years	36.54%	19
41-55 years	15.38%	8
56-70 years	23.08%	12
71+ years	13.46%	7
Total		52

Patient Demographics and profile



Answer Choices	Responses
Male	44.23% 23
Female	55.77% 29
Total	52

Setting Priorities

The PPG priorities were set by meetings with the Practice manager and the Partners to discuss areas of improvement and to finalise the questions sent to the PPG.

We devised an 8 question online survey, and a 9 question paper survey which could be collected from reception. 8 questions was the limit for the online service we were using. We also found from last year that with a longer survey people tended to fail to complete or miss out sections, this year we wanted a more user friendly approach.

The survey was conducted in two ways, we advertised the survey on our website and also had a link so people could go to the survey site and complete it online, we had paper copies at the main reception desk which were handed out to patients opportunistically to complete. We were aiming to look at the effectiveness of in house advertising of new and existing services and online access for patients.

Survey Results

This year we had 52 surveys completed and returned to the surgery. The results showed that 23% of our patients weren't aware that we had a website, 32.6% of patients weren't aware of the online prescription service and 15% weren't aware we offered in house blood tests.

Out of the patients who were aware of our online prescription service only 62.5% felt the service was Excellent, 18.75% felt it was good, 12.5% felt it was average and 6.25% said they wouldn't use it again.

A full survey report is included with this presentation.

PPG's Views

We emailed our Patient group with the results of this years survey and asked for input on how they think services could be improved, which types of in house advertising they feel works best and any ways on which we can greater publicise the services that we offer. The large amount of patients not being aware of services from a small amount of responses makes us feel that a large group of patients may be missing out on basic surgery improvements, this could mean that patients are going to hospital for blood tests, or attending the surgery to hand in prescriptions which isn't needed due to the advances of the surgery's online access and greater range of in house clinics.

Being a virtual group, we feel email is the best way to communicate with our PPG when it comes to agreeing our priorities for the forthcoming year.

Post Survey Views

Following on from the completion of the PPG surveys, our group was contacted by email with the results and asked to provide feedback on what was found, and also suggest any action plans that they feel will be beneficial to the advancement of the surgery and services we provide.

Action Plan

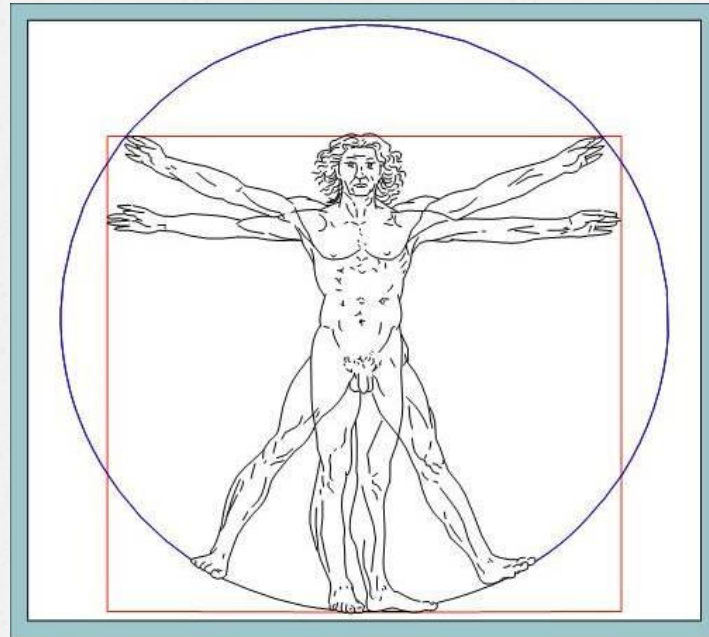
This action plan was agreed with our PPG over email after discussing the results of the survey and areas for improvement, and then discussed with the partners. We have agreed the following:-

- o We are going to overhaul our online services, from the survey results people weren't overly happy with the current online prescription service, we are also going to add additional features like online appointment booking and the ability to update personal information online to allow patients easier access to us.
- o In house advertising will be changed to enable patients to be aware of what the surgery offers, this will be set to a dedicated noticeboard in the waiting room so it is easy to see and details all services that we can provide, the hope is this will enable patients to become aware of what we can offer and to utilise the services more. The board will detail our website information, online services available to patients and in house services.

Advertising the PPG

We advertised our Patient group in a number of ways. The main means we use are the following.

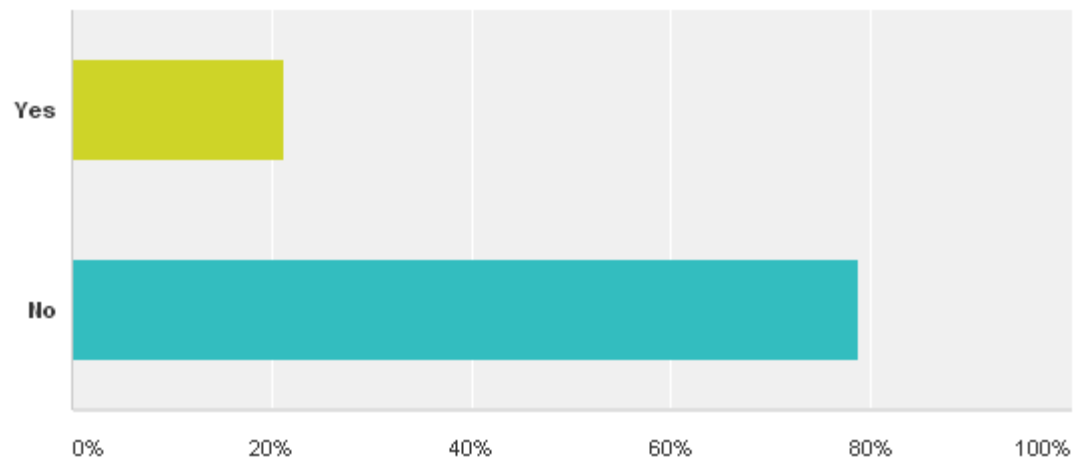
- The Surgery Website www.theconsultingroomssouthoxhey.co.uk
- The LED sign in the waiting room.
- Our Facebook page also has a lot of information about the PPG and how to join.
 - Prescription “B” Sides have full information about the PPG and how to join.
 - Registration Packs have an application form included within them.



Patient Group Survey 2013-2014

Within the last year have you used the Herts Urgent Care, A&E or a walk in GP Centre during surgery hours.?

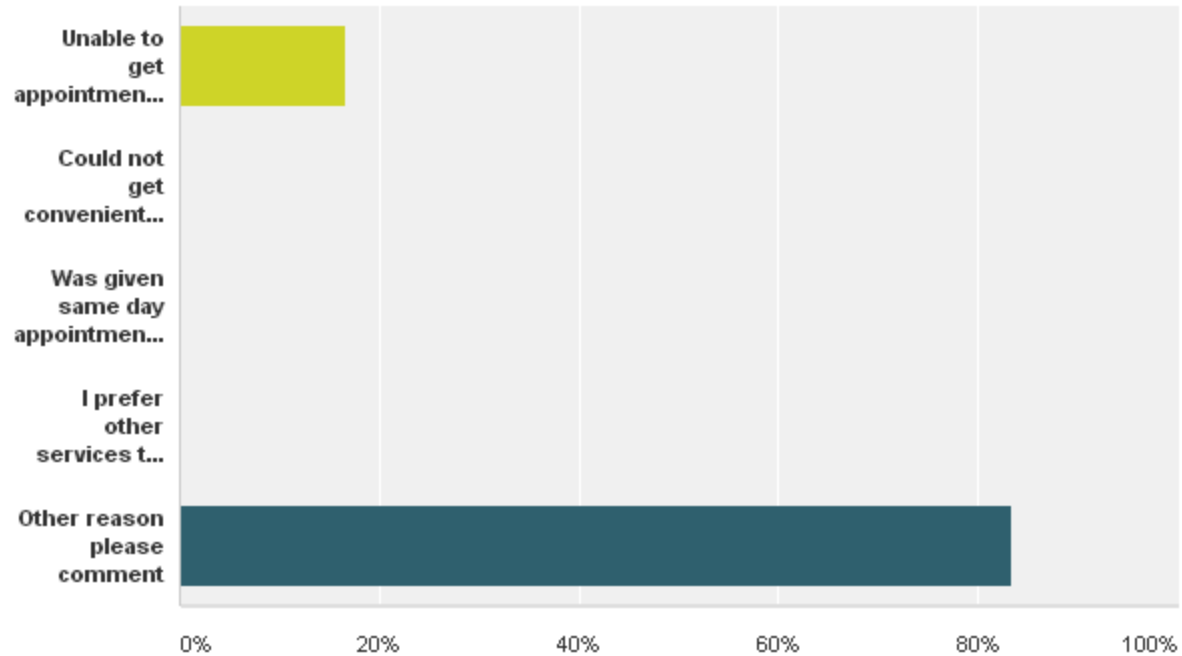
Answered: 52 Skipped: 0



Answer Choices	Responses	
Yes	21.15%	11
No	78.85%	41
Total		52

If you answered "yes" to question 1 was this because -

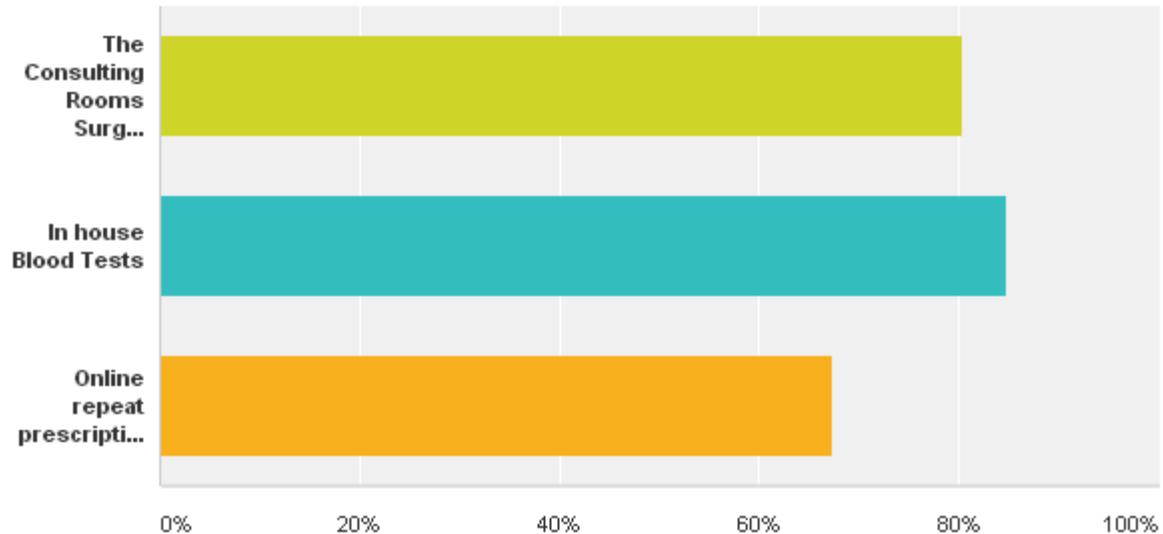
Answered: 6 Skipped: 46



Answer Choices	Responses
Unable to get appointment at own surgery	16.67% 1
Could not get convenient appointment at own surgery	0% 0
Was given same day appointment but could not wait	0% 0
I prefer other services to my own GP	0% 0
Other reason please comment	83.33% 5
Total	6

Are you aware of the following services at the Surgery?

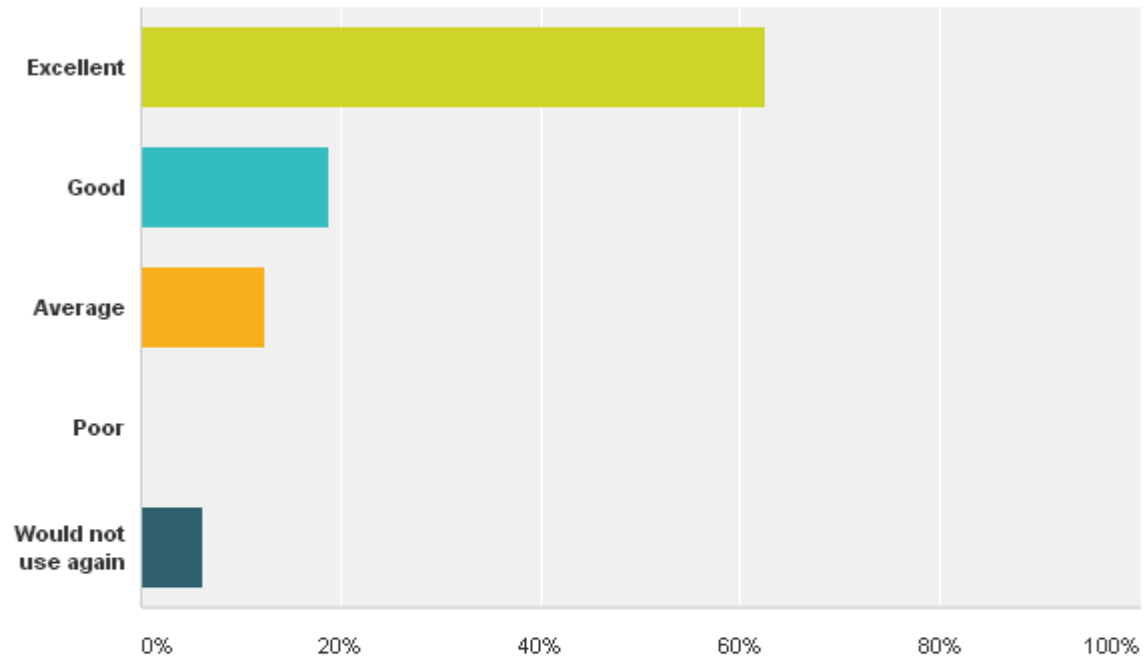
Answered: 46 Skipped: 6



Answer Choices	Responses
The Consulting Rooms Surgery Website	80.43% 37
In house Blood Tests	84.78% 39
Online repeat prescription request service	67.39% 31
Total Respondents: 46	

If you have used the online prescription request facility how would you rate this service?

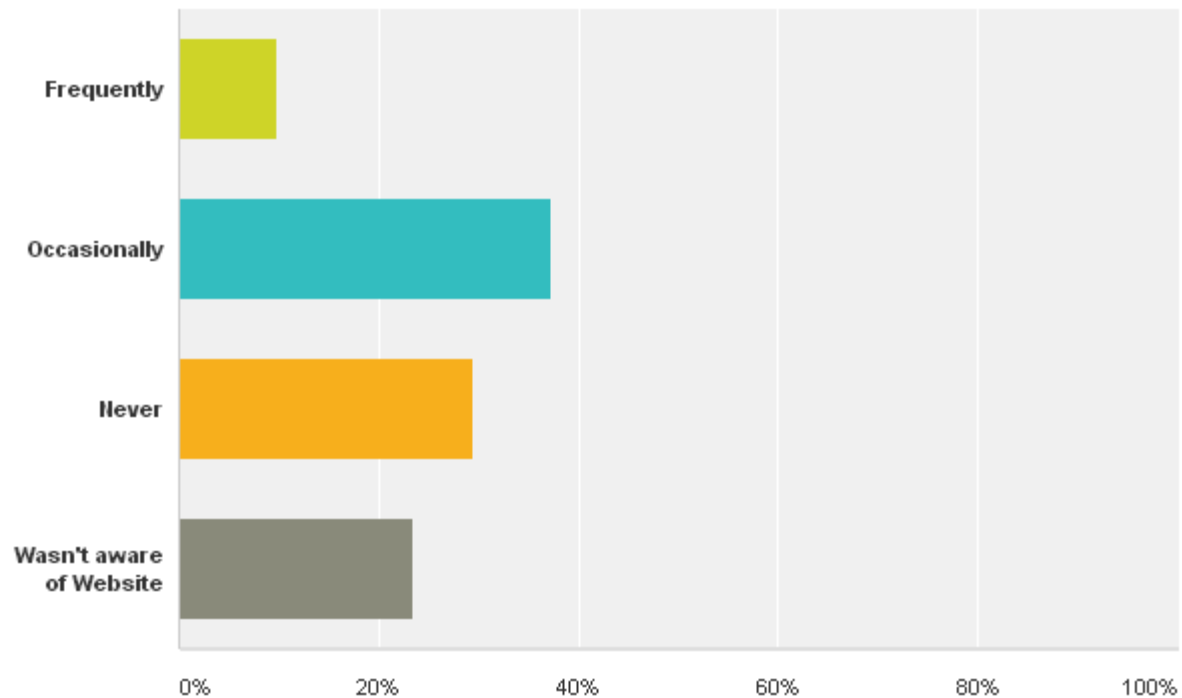
Answered: 16 Skipped: 36



Answer Choices	Responses
Excellent	62.50% 10
Good	18.75% 3
Average	12.50% 2
Poor	0% 0
Would not use again	6.25% 1
Total	16

How often do you use our Website?

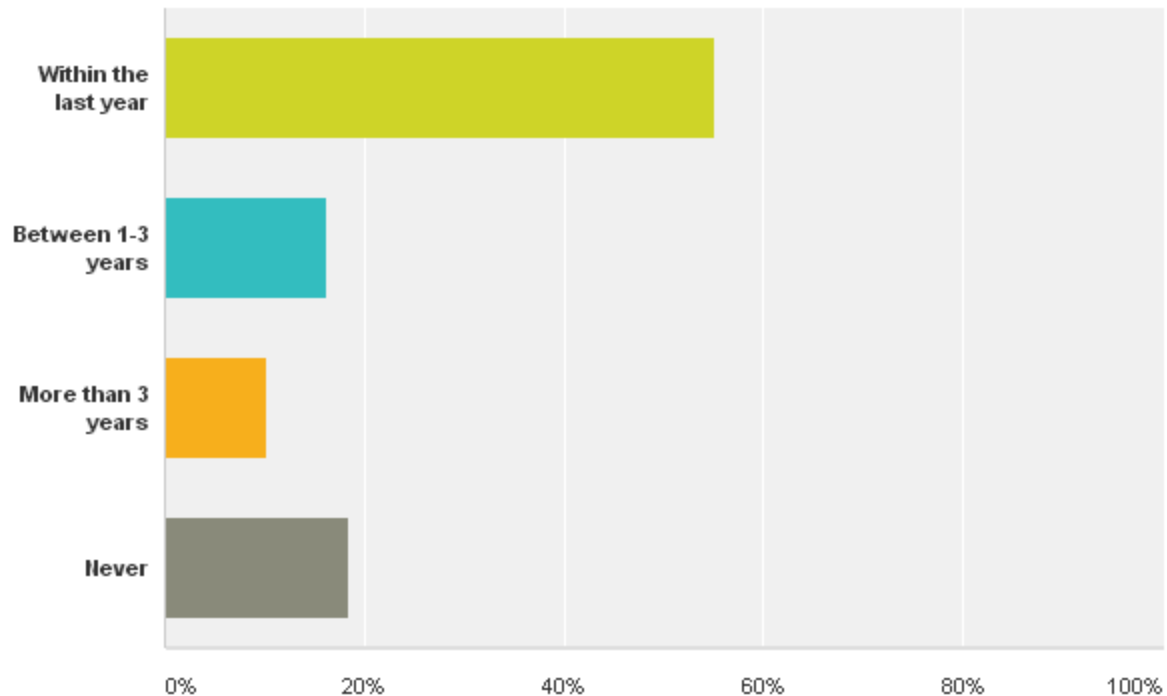
Answered: 51 Skipped: 1



Answer Choices	Responses
Frequently	9.80% 5
Occasionally	37.25% 19
Never	29.41% 15
Wasn't aware of Website	23.53% 12
Total	51

When was the last time you updated your personal details at the Surgery?

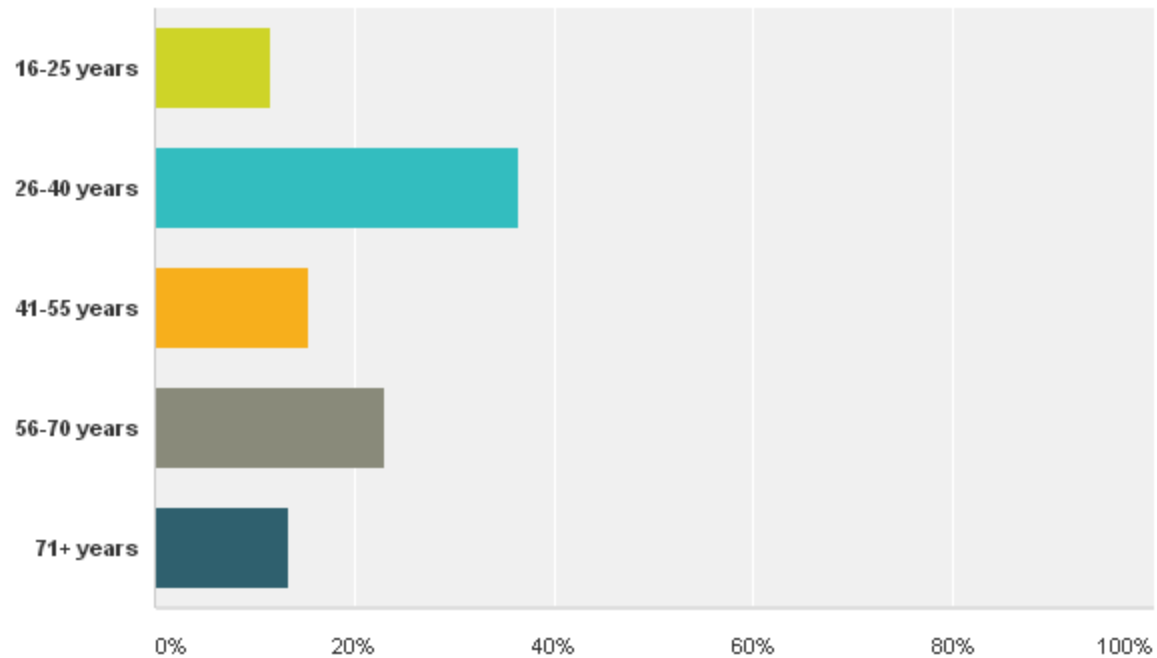
Answered: 49 Skipped: 3



Answer Choices	Responses
Within the last year	55.10% 27
Between 1-3 years	16.33% 8
More than 3 years	10.20% 5
Never	18.37% 9
Total	49

Age Group

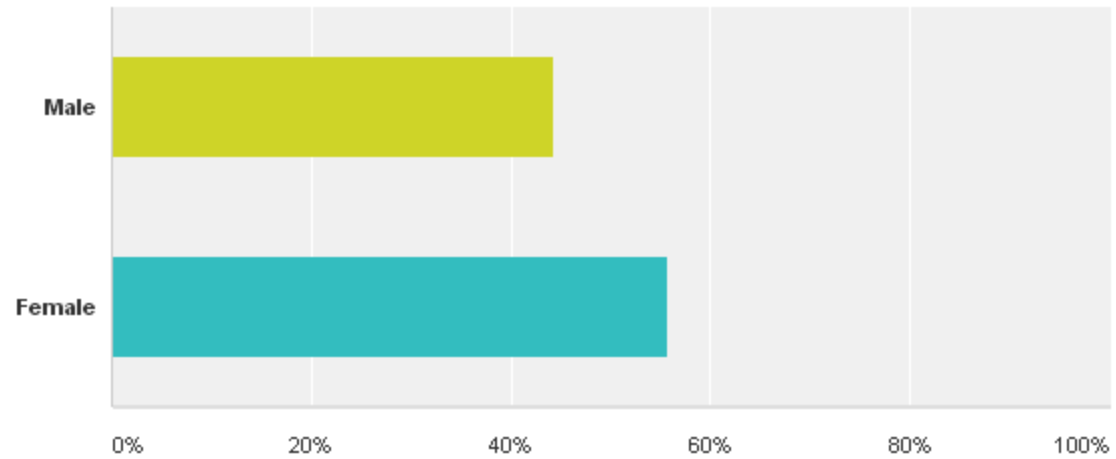
Answered: 52 Skipped: 0



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Gender

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