

Feltwell Surgery

Local Participation Group Report 2013

- 1. Develop a PPG comprising only of registered patients and use best endeavours to ensure it is representative.**

Feltwell Surgery has had an established PPG since 31st May 2011. They are known as Feltwell Surgery Patient Participation Group.

The practice initially put an advert on their website, on the notice board and on the electronic board in the Surgery, seeking representation from patients of all ages and living in the various villages within the practice boundary.

The PPG Project was explained to all staff (clinical and admin) to ensure all team members were aware and able to promote the service to patients opportunistically.

Patients, especially those in the target groups where more representation was needed, were approached while in the surgery.

Once a suitable number of patients had volunteered, a meeting was called at the Practice on 31st May 2011 to discuss what a PPG was, it's purpose and to elect a committee. Laura McCartney-Gray, Patient/Public Involvement and Engagement Manager from NHS Norfolk attended to talk to the group and offer advice and support.

A list of priorities was established and it was agreed the meetings would be held at various times/days to ensure all members had the opportunity to attend a meeting. It was also agreed attendance at all meetings was not necessary to be a member of the group and virtual members were welcome.

In addition to the existing PPG, who have regular face to face meetings, the Practice also has a virtual group of patients who prefer to be contacted from time to time via email. This group were set up during 2012/2013 and consists of 16 members.

Information on how to join the PPG is advertised on the PPG section of the practice website.

The PPG profile currently consists of the following:

Gender	Age Range	Area	Ethnicity
Female	>60	Northwold	White/British
Male	>60	Methwold	White/British
Female	40-60	Feltwell	White/British
Male	>60	Feltwell	White/British
Female	40-60	Mundford	White/British
Female	40-60	Feltwell	White/British

2. Agree with the PPG which areas are a priority.

The agreed areas of priority for 2012/2013 were as follows:

- Carers
- Community transport

3. Collate view of patients through local practice survey.

Once the group had approved a survey for use, it was carried out between February 2013 and March 2013. It was handed out to patients visiting the Surgery/Dispensary during this time. The survey was also emailed to the virtual group members. The results were collated by the Practice and summarised and also given to the Group who collated the results independently and produced a report of their findings.

See Appendix B.

4. Discuss survey findings and reach an agreement of changes in provision and delivery of services and to agree an action plan with PPG.

The results of the survey were very positive. There were no issues raised or negative feedback. Therefore no changes were identified. Due to this, a further survey will be carried out within 6 months, once the Group have identified specific areas to focus on. The main focus in 2012/2013 for the Group has been community transport, which has proved to be very challenging and will be carried forward to 2013/2014.

- 5. Agree with the PPG an action plan following the results of the local practice survey. Seek PPG agreement to implement changes and where necessary inform the PCT.**

As above.

- 6. Publicise the Local Patient Participation Report on the practice website and update the report on subsequent achievements.**

The Local Participation Report is available via the practice website.

FELTWELL SURGERY

"Improving the Practice" Questionnaire

Questionnaire

You can help the Practice to improve its service.

- The Doctors and staff welcome your feedback
- Please do not write your name on this survey

Are you seeing:

- Doctor**
- Nurse**
- Healthcare Assistant**

Please tick as appropriate

Name of Doctor/Nurse/HCA (if applicable):

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PLEASE RATE EACH OF THE FOLLOWING AREAS BY TICKING ONCE ON EACH LINE:

	No experience	Poor	Fair	Good	Very Good	Excellent
1. Satisfaction with the consultation						

PLEASE RATE EACH OF THE FOLLOWING AREAS BY TICKING ONCE ON EACH LINE:

	No experience	Poor	Fair	Good	Very Good	Excellent
Access to a Doctor or Nurse						
2. Length of time you had to wait for an appointment						
3. Convenience of day and time of your appointment						
4. Seeing the Doctor of your choice						
5. Length of time waiting to see the Doctor or Nurse						
6. Ability to book a telephone consultation when necessary						

	No experience	Poor	Fair	Good	Very Good	Excellent
Obtaining a Repeat Prescription						
7. Prescription ready within 48hours						
8. Prescription correctly issued						
9. Handling of any queries						
10. Ordering your repeats online						

	No experience	Poor	Fair	Good	Very Good	Excellent
About the Staff						
11. The helpfulness of Reception staff						
12. The helpfulness of Dispensary staff						
And finally						
13. Your overall satisfaction with this Practice						

Any further comments:

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The following questions provide us only with general information about the range of people who have responded to this survey. It will not be used to identify you, and will remain confidential.

How old are you?	
Are you male or female?	
How many years have you been attending this Practice?	

Thank you very much for your time and assistance

Please hand your completed questionnaire into Reception

Appendix C

Outcome of Feltwell Surgery Patient Survey Questionnaire Results

Total questionnaires returned 76

Under 21	5
21 - 40 years	8
41 - 60 years	34
Over 60's	27
Male	27
Female	49

Re: Dr Sagar - 13 Questionnaires Completed

Q1 Satisfaction with your consultation?

Excellent	11
Very good	2

Q2 Access to a Doctor or Nurse

Length of time you had to wait for an appointment

Excellent	3
Very good	4
Good	4
Fair	2

Convenience of day and time of your appointment

Excellent	6
Very good	6
Good	1

Seeing a Doctor of your choice

Excellent	7
Very good	5

Length of time waiting to see the Doctor or Nurse

Excellent	1
Very good	6
Good	2
Fair	3

Ability to book a telephone consultation

Excellent	6
Very good	3
Good	2

Re: Dr Pullen - 13 Questionnaires Completed

Q1 Satisfaction with your consultation?

Excellent	5
Very good	8

Q2 Access to a Doctor or Nurse

Length of time you had to wait for an appointment

Excellent	2
Very good	7
Good	2
Fair	2

Convenience of day and time of your appointment

Excellent	3
Very good	7
Good	3

Seeing a Doctor of your choice

Excellent	4
Very good	4
Good	4

Length of time waiting to see the Doctor or Nurse

Excellent	2
Very good	4
Good	5
Fair	2

Ability to book a telephone consultation

Excellent	4
Very good	4
Good	2

Re: Dr Garg - 12 Questionnaires Completed

Q1 Satisfaction with your consultation?

Excellent	11
Very good	1

Q2 Access to a Doctor or Nurse

Length of time you had to wait for an appointment

Excellent	6
Very good	1
Good	3
Fair	1
Poor	1

Convenience of day and time of your appointment

Excellent	6
Very good	3
Good	3

Seeing a Doctor of your choice

Excellent	4
Very good	4
Good	1
Fair	2

Length of time waiting to see the Doctor or Nurse

Excellent	3
Very good	3
Good	5

Ability to book a telephone consultation

Excellent	4
Very good	3
Good	2
Fair	1

Nurse/HCA Team - 38 Questionnaires Completed

Q1 Satisfaction with your consultation?

Excellent	24
Very good	12
Good	2

Q2 Access to a Doctor or Nurse

Length of time you had to wait for an appointment

Excellent	18
Very good	11
Good	7
Fair	2
Poor	1

Convenience of day and time of your appointment

Excellent	20
Very good	9
Good	6
Fair	2

Seeing a Doctor of your choice

Excellent	13
Very good	8
Good	7
Poor	1

Length of time waiting to see the Doctor or Nurse

Excellent	17
Very good	14
Good	5
Fair	1

Ability to book a telephone consultation

Excellent	17
Very good	7
Good	3
Poor	1

Re: Dispensary

Q1 Obtaining a repeat prescription

Prescription ready within 48hrs

Excellent	43
Very good	15
Good	8
Fair	1

Prescription correctly issued

Excellent	42
Very good	34
Good	15

Handling of any queries

Excellent	36
Very good	21
Good	7
Fair	2

Ordering your repeats online

Excellent	20
Very good	6
Good	3

Re: About the staff

Q1 The helpfulness of reception staff

Excellent	37
Very good	26
Good	7
Fair	4

Q2 The helpfulness of dispensary staff

Excellent	46
Very good	17
Good	8
Fair	1

Re: Your overall satisfaction

Excellent	53
Very good	17
Good	4
Fair	1

Any other comments?

- Surgery well run - gives feeling of confidence - system of seeing a nurse and then if necessary a doctor works well - well done
- All the staff are helpful and knowledgeable, they take time to make sure my needs are met
- We're very lucky to have such a good practice - staff are excellent, friendly and professional. We're in good hands, thank you
- I have always been very happy with the overall service of every department of Feltwell Surgery
- Dr Pullen and Lisa Biles make the Practice exceptional, I am very happy with my overall experience
- Best Surgery I ever attended
- All staff are very helpful and happy
- I have never had any reason to be dissatisfied with any consultation or medication, or any problem with any doctor, nurse or receptionist
- Reception staff are always very helpful. Occasionally I have not been notified about concerns following a blood test. I never have a problem with waiting if Doctor running late. I may need extra time on occasion
- I have been using the Practice for 12 years and always had very good service - thank you
- Fully satisfied with the kindness, efficiency and understanding of all staff, medical and administrative. Many thanks

Discussion of Results and Action Plan

As mentioned above, the survey was very positive and did not highlight any issues to take forward. A further survey will be carried out later on in the year.

Action plan

- To carry out a survey later in the year, focusing on a specific area, yet to be determined.

Appendix D

FELTWELL SURGERY OPENING HOURS

Appointments/Surgery

Monday	07.30 – 19.00
Tuesday	08.00 – 13.00
Wednesday	08.00 – 19.00
Thursday	08.00 – 17.00
Friday	08.00 – 19.00
Saturday	Closed
Sunday	Closed

Telephone Access

Monday	08.00 – 18.30
Tuesday	08.00 – 12.00
Wednesday	08.00 – 18.30
Thursday	08.00 – 17.00
Friday	08.00 – 18.30
Saturday	Closed
Sunday	Closed

Methwold Surgery

Monday	11.00 – 12.30
Thursday	15.00 – 16.30
Saturday	Closed
Sunday	Closed

Methwold Surgery Collection Times

Monday	11.00 – 12.30/16.00 – 16.30
Thursday	15.00 – 16.30
Friday	16.00 – 16.30

Dispensary

Monday	08.30 – 18.00
Tuesday	08.30 – 13.00
Wednesday	08.30 – 18.00
Thursday	08.30 – 17.00
Friday	08.30 – 18.00
Saturday	Closed
Sunday	Closed

Dispensary Telephone Access

Monday	10.00 – 16.00
Tuesday	10.00 – 12.00
Wednesday	10.00 – 16.00
Thursday	10.00 – 16.00
Friday	10.00 – 16.00
Saturday	Closed
Sunday	Closed