

Patient Participation Report 2012/2013

Surgery Profile

Threeways surgery is a training Practice with 3 GP Partners, 1 salaried GP and 2 GP Registrars who are qualified doctors with considerable hospital experience and who are now training in Practice

Threeways serves a population of approximately 5,901 patients.

Threeway's core opening times are 8:00am – 6:30pm Monday to Friday with surgeries being held daily between 8:00am – 12:00am and 2:00pm – 18:30pm. Access to services is available by telephone during the periods 8:00am – 12:30am and 2:00pm – 6:30pm while appointments can be booked online at any time via the Threeways website and www.patient.co.uk. It should be noted that the surgery's doors are not closed between 8:00am – 6:30pm

Extended hours G.P. appointments are available Monday and Tuesday between 7:30am – 8:00am, Thursday and Friday between 6:30pm – 7:00pm and Saturday morning's scheduled as required.

Age/Sex Breakdown

Age	No. of Patients		% of Patient Population	
	Males	Females	Males	Females
00-09	366	353	6.20%	5.98%
10-19	314	332	5.32%	5.63%
20-29	284	284	4.81%	4.81%
30-39	316	405	5.36%	6.86%
40-49	481	466	8.15%	7.90%
50-59	409	423	6.93%	7.17%
60-69	337	335	5.71%	5.68%
70-79	224	253	3.80%	4.29%
80-89	118	142	2.00%	2.41%
90-99	17	41	0.29%	0.69%
100+	0	1	0.00%	0.02%
Total	2,866	3,035	48.57%	51.43%
G'Total	5,901			

Ethnicity Breakdown

	No.	% Recorded
African	10	0.29%
British / Mixed British	2,128	62.66%
Caribbean	20	0.59%
Chinese	18	0.53%
Indian / British Indian	383	11.28%
Irish	46	1.35%
Other Asian Background	77	2.27%
Other Black Background	13	0.38%
Other Mixed Race	33	0.97%
Other White Background	263	7.74%
Pakistani / British Pakistani	171	5.04%
Polish	1	0.03%
White Asian	52	1.53%
<i>Ethnic Category not stated</i>	181	5.33%
Total - Patients with Ethnicity Code	3,396	
Percentage of Total Patient Population with recorded Ethnicity Code		57.55%

Patient Participation Group (PPG)

The profile of our PPG is as follows:

Gender	Age Range
45 % Female	25 – 34 9.1%
55% Male	55 – 64 45.5%
	65 – 74 36.4%
	75 – 84 9.1%
Ethnicity	Surgery Attendance
White British 100%	Regular 55.0%
	Occasional 45.0%
	Very Rarely 0.0%

To ensure representative participation, the creation of the PPG and the request for patients to participate was widely publicised by:

- The use of posters within Threeways,
- Electronic notice board in Threeways waiting room,
- Details were posted onto Threeways website,
- An article was published in the Parish magazine; this free magazine is distributed to individual homes throughout Stoke Poges
- Forms were handed to patients in an attempt to recruit a wider age range and more diverse patient population

It was agreed by all members of the PPG that the method to be used for all communication between the surgery and PPG members would be email.

Patient Survey

In order to determine and agree the issues to be included in the survey, a consultation exercise with PPG members was undertaken, from this it was agreed our survey would cover the main concerns of:

- Access to GP's, Nurses and Test Results via the Phone
- Speed of access to GP's
- Waiting times within the surgery (GP's running late)
- Helpfulness of reception staff
- Management of Long Term Health Problems

Threeways then produced a survey for the general patient population to complete; the survey was produced in paper and electronic forms, the paper version being available from both the Receptionists and from the GP's at the end of the Patients consultation while the electronic form was made available from the Threeways website. Notices were displayed throughout the surgery publicising the availability of the survey.

A draft action plan, based on the survey results and initial discussions with PPG members, was then sent via email to all PPG members. PPG members were asked to comment and to add any additional thoughts or conclusions they may have.

Where agreement was reached action points were added to, or removed from, the action plan as appropriate.

There were five action points all directly linked to the survey questions.

- A review will be carried out of the Test Results protocol with emphasis on the patient's ability to obtain results via the telephone.
- We will make additional efforts to publicise GP surgery availability i.e. days and hours worked
- We will extend an appointment length from 10 minutes, the current government recommended length, to 12 minutes in the belief that this will reduce patient waiting time.
- A review will be carried out of the Receptionists protocols covering the triaging of calls and surgery attendees as well as GP availability
- The scope and availability of Care Plans will be discussed with relevant patients during consultations

and reviews. Where appropriate these plans will be set up and a printout of the plan given to patients at set up and at each review.

The following is a summary of the Patient Survey evidence:

- The majority of patients (77%) found that contacting the surgery via the phone was very or fairly easy:
 - However 23% found the experience not very or not at all easy
 - A further 3% stated that they did not use this service.
- The majority of patients 80%, or greater, who had used the services found that speaking to a Doctor or Nurse or obtaining test results via the phone was very or fairly easy:
 - However 39% of all respondents had not tried to contact a Doctor via the phone.
 - However 79% of all respondents had not tried to contact a Nurse via the phone.
 - However 45% of all respondents had not tried to obtain results via the phone.
- The majority of patients (90%) indicated that they were able to see a Doctor on the same day or within two working days
- Only 6% of patients stated that they were actually seen on time while 50% were seen within 10 minutes of their appointment time 19% stated that they were seen up to 15 minutes late and 25% were seen between 15 and 30 minutes late. No patient stated that they were seen after more than a 30 minute wait.
- The majority of patients (94%) indicated that they thought the reception staff were very or fairly helpful
 - However 6% indicated that they thought that the Reception staff were not very helpful
- The majority of patients (91%) indicated that their long term health problems had been reviewed within the last 12 months.
 - 27% of patients indicated that they could see a Nurse within 2 working days
- Only 7% of patients stated that the Doctor or Nurse had given them a written document detailing the discussions they had about managing their health problems.