

Patient Participation Report 2013/2014

Surgery Profile

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

Threeways serves a population of approximately 6,074 patients.

Threeways 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

	2013 - 2014			
	No. of Patients		% of Patient Population	
	Males	Females	Males	Females
Age				
00-09	393	374	6.47%	6.16%
10-19	311	335	5.12%	5.52%
20-29	291	314	4.79%	5.17%
30-39	340	420	5.60%	6.91%
40-49	493	465	8.12%	7.66%
50-59	406	422	6.68%	6.95%
60-69	332	342	5.47%	5.63%
70-79	239	262	3.93%	4.31%
80-89	123	151	2.03%	2.49%
90-99	22	37	0.36%	0.61%
100+	0	2	0.00%	0.03%
Total	2,950	3,124	48.57%	51.43%
Grand Total	6,074			

Ethnicity Breakdown

% of Patient population with Ethnicity Code	No.	% Recorded
African	15	0.25%
British / Mixed British	2,425	39.92%
Caribbean	23	0.38%
Chinese	21	0.35%
Indian / British Indian	462	7.61%
Irish	58	0.95%
Other Asian Background	95	1.56%
Other Black Background	10	0.16%
Other Mixed Race	42	0.69%
Other White Background	298	4.91%
Pakistani / British Pakistani	238	3.92%
Polish	4	0.07%
White Asian	58	0.95%
<i>Ethnic Category not stated</i>	173	2.85%
Total - Patients with Ethnicity Code	3,922	64.57%

Patient Participation Group (PPG)

The profile of our PPG is as follows:

Gender	Age Range
50.0% Female	25 – 34 10.0%
50.0% Male	55 – 64 40.0%
	65 – 74 40.0%
	75 – 84 10.0%
Ethnicity	Surgery Attendance
White British 100%	Regular 50.0%
	Occasional 50.0%
	Very Rarely 0.0%
Disability	10.0%

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.

The surgery's dedicated PPG email address is threeways.ppg@nhs.net

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:

- GP and Nurse interpersonal skills (from a health professional view)
- Availability of GP and Nurse appointments
- Waiting times within the surgery (GP's running late)
- Helpfulness of reception staff
- How the practice help the patient understand and cope with their health problems and how the practice helps patients keep healthy
- Contact with the surgery and advanced appointments

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 directly from the GP's and nurses at the end of the patients consultation while the electronic form was made available from the Threeways website. Notices were also displayed throughout the surgery publicising the availability of the survey.

The following is a summary of the Patient Survey evidence:

- The majority of patients (73%) thought their experience of the surgery was excellent and a further 19% thought their experience of the surgery was very good
- On average, based on five separate questions, 95% of patients thought the doctor's interpersonal skills were very good and a further 4.2% thought they were good.
- On average, based on five separate questions, 77% of patients thought the nurse's interpersonal skills were very good and a further 21% thought they were good.
- 46% of patients managed to book an appointment with the doctor of their choice on the same or next day.
- 81% of patients managed to book an appointment with a doctor on the same or next day
- 71% of patient thought the ability to book an appointment with the doctor of their choice on the same or next day was excellent or very good.

- 86% of patient thought the ability to book an appointment with a doctor on the same or next day was excellent or very good
- 78% of patients were called into their appointment with the doctor within 10 minutes of the appointment time.
- 92% of patients were called into their appointment with the nurse within 10 minutes of the appointment time.

There was no action plan created this year due to the implementation (on the 28th February 2014) of the new appointment system described below.

The Appointment System

- All consultations with a doctor will initially be carried out by a doctor over the phone. Please phone 01753 643445 to make a telephone consultation appointment
- To request a telephone consultation with a doctor, patients should phone the practice between 8:00 and 10:30 am or 2:00 and 3:00 pm and make a telephone consultation appointment. A doctor will call them back within 1 hour. The patient may request a preferred call back time which the doctor will endeavour to meet.
- If the doctor decides the patient's problem needs to be dealt with face to face the doctor will book them an appointment. All appointments are of 10 minute duration.
- You can book appointments for the nurse and all other clinics via reception.