

Boyatt Wood Surgery

Boyatt Wood practice Report Year 14/15 – Patient Participation Group

Description of the profile of Boyatt Wood Surgery PRG

Practice population profile	%	PRG Profile2015		
Age				
% Under 16	20.05	% Under 16	0	0
% 17 - 24	9.06	% 17 - 24	6.8	75
% 25 - 34	15.72	% 25 - 34	6.8	43
% 35 - 44	15.22	% 35 - 44	10.3	67
% 45 – 54	14.26	% 45 - 54	10.3	72
% 55 - 64	12.31	% 55 - 64	24.1	195
% 65 - 74	8.32	% 65 - 74	20.6	247
% 75 - 85	4.61	% 75 - 85	20.6	447

Detail the gender mix of practice population and PPG:

% Male Female

Practice 51 49

PRG 44.8 55.1

Detail the ethnic background of your practice population and PRG:

No of Reg Patients	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	4876	21	0	143	8	3	11	11
PRG	25	0	0	1	0	0	0	0

No Of Reg Patients	Asian/Asian British				Other Asian	Black/African/Caribbean/ Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese		African	Caribbean	Other Black	Arab	Any other
Practice	130	2	11	19	31	17	3	0	0	0
PRG	2	1	0	0	0	0	0	0	0	0

The profile has been re-evaluated but remains similar to the the report completed in the previous year. The total number of patients in the Patient Reference Group this year is 29.

All new patients at Boyatt Wood Surgery are invited to take part in the Patient Participant Group. There is a clear invitation to all patients on the surgery notice board, in our practice leaflet and on our practice website: www.boyattwoodsurgery.nhs.uk .

It is estimated there are 122,400 residents living within Eastleigh. Of this, there are 62,300 women making up 51% of the Eastleigh population and 60,000 men, contributing to 49% of the population. The national rate of working age is 64.8% and the Solent LEP rate of 64.1% match up to Eastleigh having around 64.5% of residents of working age.

The practice population profile supports the evidence that there are fewer students and elderly living within the area making up a small amount of the population profile. The main age group of patients at the practice are aged between 25 and 54, although there is a large population of under the age of 16. This profile is made up of various ethnic groups, currently living in Eastleigh. 91.8% of the Eastleigh residents are estimated to be of the ethnic group ' White British '. In the period 2001-2011 other ethnic groups increased from 4.6% to 8.2%. We have a small proportion of ethnic minority patients and few who do not speak English. These patients are mainly Indian or Polish. Boyatt Wood Surgery started to collect ethnic information on new patients in 2008.

Boyatt Wood has a list size of approximately 5286 patients.

The percentage ratio, which is shown in the table above, shows that the Patient Participation Group is representative of the practice population in terms of age, gender and ethnic origin.

Steps taken to agree areas of inclusion in patient survey

On the 24th Nov a meeting was held at the surgery with members of the PPG. Participants of the group were invited to attend the meeting via email and non members were also invited to take part via a notice put up in the surgery waiting room.

The meeting was attended by one doctor, the practice manager and members of the group.

During Aug patients were asked what they would like the survey based on this year and responses were collected by reception staff.

The members of the PRG agreed that since most responses suggested patients would like the appointment system surveyed as this had not been done in the past the group agreed that this might be helpful for the surgery to understand if current appts offered are sufficient to meet demand.

The group found the main areas that should be covered regarding the appointment system were:

- Routine Appts
- Named GP
- Easy of appts with name GP
- Appts with Practice Nurse

The following questions were agreed by members of the group:

Q1: How easy was it to get an routine appointment at the surgery?

Very easy Fairly Easy Not very easy No response

Q2: Were you able to see the GP you wanted to see?

Yes No Did not want to see a specific GP

Q3: How easy was it to get an appointment with your usual/named GP ?

Very Easy Fairly Easy Not very easy

Q4: How easy was it to get an appointment with the nurse?

Very easy Fairly Easy Not very easy No response

During February, approximately 100 questionnaires were emailed, posted and handed out at reception to everyone who came into the surgery and 68 were received back. The patients who filled in a questionnaire kept their details anonymous. The survey and results are shown below:

How easy was it to get an routine appointment at the surgery?

Very Easy: 63%

Fairly Easy: 34%

Not very easy: 3%

No response: 0

Were you able to see the GP you wanted to see?

Yes: 68%

No: 11%

Did not want to see a specific GP: 21%

How easy was it to get an appointment with your usual/named GP ?

Very Easy: 18%

Fairly Easy: 71%

Not very easy: 11%

How easy was it to get an appointment with the nurse?

Very easy: 84%

Fairly Easy: 9%

Not very Easy: 0

No response:7%

Steps taken to obtain views and provide opportunity for discussion with the PPG:

In the month of March, a meeting was held at the surgery with members of the PPG. Participants of the group were invited to attend the meeting via email and non members were also invited to take part via a notice put up in the surgery waiting room.

The meeting was attended by one doctor, the practice manager and members of the group and the agenda for the meeting was:

- To review results from this years survey report
- To agree Areas of Priority
- To formulated an action plan
- Agree on time scales for implementing action plan

Results analysis:

Members of the group were of the opinion that thought 63% found it very easy to get an appt and 34 % found it fairly easy to get an appt at the surgery that they not necessarily got to see their usual or named GP. 71% said it was fairly easy to see their usual /named GP but 11% said it was not very easy.

The practice manager explained that not all Dr's worked every day for Eg: If you wanted to see Dr McCarthy it would not be that easy as he comes in only twice a week and Dr Porczynska does not work a Mon.

Members of the group agreed that they would like an action plan implemented that would bring down the percentage of people who found it not very easy to get an appt with a their usual/named GP .

Areas of Priority:

- Improve patient access for appointments with named GP
- Increase awareness of our practice website

Action Plan:

- It was agreed that the practice would update its website and put notices up in the surgery to inform patients that if patients wanted an appt with a particular GP and were not able to book one they could leave their details with the receptionist and a member of staff would get in touch with them within 24 hrs to book a suitable appt.

It was agreed that there may be some exceptions in case the Dr was on a course , off sick or on holiday.

- To continue to make patients aware of our website by continuing to put messages on repeat prescriptions, giving out leaflets at reception, receptionist informing patients when they come into the surgery.
- To continue to encourage patients to join the PPG.

Actions arisen from 2014 Survey:

Last year our survey was based on our practice website and though patients can request telephone appts, repeat scripts etc we found that many people did not make use of the facilities or were not aware that they were available. Therefore the following actions were agreed by the group and implemented by the practice:

- Msg has been put on all repeat scripts with our website address.
- Posters in the surgery waiting room
- Information on our new practice leaflets.
- An audit of patient booking appts and ordering repeat scripts online.

The info for usage of the website has improved and they are as follows: Repeats Requests made in the last month – 158

Newsletter Subscribers:

Subscribers to the website newsletter – 173

The members of the group suggested that we change our msg on the telephone system to inform patients that we do not accept request script over the phone but they can be requested online as well as appts and telephone appts can be booked online.

This was agreed by all to be put in place by Jan 2015.

2015/16 Survey:

The practice will hold another patient meeting later on this year in 2015. At the meeting, we will consult with the PPG members and patients regarding the subject of our next survey for 2015.

About the practice:

The surgery opening times are:

Monday: 8.00 - 19.30

Tuesday - Friday: 8.00 - 18.30

Extended Hours:

The practice is signed up to the Extended Hours DES and appointments are available between 6.30- 7.30pm with a GP or practice nurse on a Monday.

Patients can make appointments by telephone on 02380 612051 or online.

Repeat prescriptions can be ordered by completing the repeat side and returning it to the surgery or post, fax, or online through the practice website. Prescriptions cannot be requested over the phone.

All of this information is available to patients in our practice leaflet, of which patients can pick up at the reception desk.

Boyatt Wood Surgery

Boyatt Wood practice Report Year 3 – Patient Participation Group

Description of the profile of Boyatt Wood Surgery PRG

Boyatt Wood Surgery

Boyatt Wood practice Report Year 3 – Patient Participation Group

Description of the profile of Boyatt Wood Surgery PRG

Practice population profile	PRG profile 2014	% Ratio		
Age				
% Under 16	18	% Under 16	1.1	6
% 17 - 24	9	% 17 - 24	2.3	25
% 25 - 34	15	% 25 - 34	1.4	9
% 35 - 44	15	% 35 - 44	2.7	18
% 45 – 54	15	% 45 - 54	4.2	28
% 55 - 64	13	% 55 - 64	3.4	26
% 65 - 74	9	% 65 - 74	7.6	84
% 75 - 85	4	% 75 - 85	5.5	137
% Over 85	2	% Over 85	11	550

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Gender

% Male	50	% Male	60
% Female	50	% Female	40

The profile has been re-evaluated but remains unchanged from the report completed in Year 2. The total number of patients in the Patient Reference Group has remained the same. Approximately 3 new patients have joined this year.

All new patients at Boyatt Wood Surgery are invited to take part in the Patient Participant Group. There is a clear invitation to all patients on the surgery notice board, in our practice leaflet and on our practice website: www.boyattwoodsurgery.nhs.uk.

It is estimated there are 122,400 residents living within Eastleigh. Of this, there are 62,300 women making up 51% of the Eastleigh population and 60,000 men, contributing to 49% of the population. The national rate of working age is 64.8% and the Solent LEP rate of 64.1% match up to Eastleigh having around 64.5% of residents of working age.

The practice population profile supports the evidence that there are fewer students and elderly living within the area making up a small amount of the population profile. The main age group of patients at the practice are aged between 25 and 54, although there is a large population of under the age of 16. This profile is made up of various ethnic groups, currently living in Eastleigh. 91.8% of the Eastleigh residents are estimated to be of the ethnic group 'White British'. In the period 2001-2011 other ethnic groups increased from 4.6% to 8.2%. We have a small proportion of ethnic minority patients and few who do not speak English. These patients are mainly Indian or Polish. Boyatt Wood Surgery started to collect ethnic information on new patients in 2008 so for the purpose of this report our figures have not been included.

Boyatt Wood has a list size of approximately 4900 patients.

The percentage ratio, which is shown in the table above, shows that the Patient Participation Group is representative of the practice population in terms of age and gender.

Steps taken to agree areas of inclusion in patient survey

On the 9th of August, a meeting was held at the surgery with members of the PPG. Participants of the group were invited to attend the meeting via email and non members were also invited to take part via a notice put up in the surgery waiting room.

The meeting was attended by one doctor, the practice manager and members of the group.

It was decided that they would like the usage and awareness of the Boyatt Wood Surgery website surveyed this year. This aimed to find out patients' opinions on the website and to find out if there needed to be any changes that could be taken on board to improve the usage for patients. In addition to find out if patients used it to order repeat prescriptions and book appointments. The meeting therefore comprised of preparation of questions for the survey.

The group found the main areas that should be covered regarding the website to determine patient satisfaction levels were:

- Whether patients were aware the practice had a website
- The website as a user friendly tool
- The amount of patients who use the website to help with booking appointments and ordering repeat prescriptions
- How useful having the above options is on the website
- Catering to all language needs and use of website to change personal details

Therefore, the survey included all of these topics as it would be useful to know what patients thought about the practice website and the specific areas covered in the survey.

During February, approximately 100 questionnaires were emailed and handed out at reception to everyone who came into the surgery and 65 were received back. The patients who filled in a questionnaire kept their details anonymous. The survey and results are shown in the table below:

Are you aware the practice has a website; www.boyattwoodsurgery.nhs.uk:

Yes	No
49%	51%

Do you find the practice website user friendly?

Yes	No	N/A
49%	4%	47%

Are you aware you can order your repeat prescription online?

Yes	No
39%	61%

Have you ever utilised the website to order your repeat prescription?

Yes	No
30%	70%

Have you ever utilised the website to order to book an appointment?

Yes	No
27%	73%

On a scale of 1 – 5 with 1 being the lowest and 5 being the highest, How useful do you find these options to have online?

1	2	3	4	5
1.5%	1.5%	12%	29%	56%

Are you aware you can change the language to suit your needs?

Yes	No
34%	66%

Are you aware you can amend your details e.g. telephone numbers on the website?

Yes	No
36%	64%

Is there anything else you would like to be added to the website?

One Response: Advertise the website more at the surgery

Results analysis:

The above results have a mixed response rating. Although there is a close 50/50 split between patients who are and are not aware of the website, it appears there is a higher percentage of people who are not utilising the facilities it offers. However, one must take into account the fact that although people are not using the available options online, there is a high level of patients who believe these are useful options to have online. Therefore, there may have been a higher percentage of people not ordering prescriptions/booking appointments because this particular sample of people has not needed to use these facilities yet.

Another factor that needs to be accounted for is that the response rate of questionnaires. 100 surveys were picked up by patients however only 65 were returned. The results gathered may also be affected by the patients who had filled out the questionnaires, because they may not have access to a computer or the have a desire to go online.

Another result that could be analysed is: 66% of patients said they were unaware they could change the language on the website to suit their needs. This figure may have been high as the prominent language needed would have been English so there may only be a small majority of people who need to change the language.

Steps taken to obtain views and provide opportunity for discussion with the PPG:

The results were posted to the members in the Patient Reference Group. Comments have been mentioned to advertise the website throughout the practice waiting room and flyers for patients at reception. The practice manager spoke to the representative of the group and it was agreed that flyers would be made available at reception and a message should be put on all repeat prescriptions.

Action arising from the survey:

From these results, it shows that although half of patients are aware of the website, there is a strong majority that do not know what the website could offer for them; to provide them with a useful way to interact with the surgery online at their convenience. One response when asked 'is there anything else you would like to be added to the website?' was that the website should be advertised more around the surgery.

Therefore, this comment has been taken on board and with the results it is clear that there needs to be a stronger awareness of the website for surgery patients. From discussion with the

representative from the PPG it was evident there will be new updates provided on notice boards around the surgery, a notice on all repeat prescriptions and small flyers at reception.

It was agreed the practice should continue to encourage patients to become involved in the PPG and to make further efforts to obtain feedback from members of the PPG.

Actions arisen from 2013 Survey:

As last year's survey presented with very positive satisfaction results, there were no changes required that needed to be identified, other than to continue providing the same level of care from the nurses and GPs.

2014/15 Survey:

The practice will hold another patient meeting later on this year in 2014. At the meeting, we will consult with the PPG members regarding the subject of the next survey for 2015.

About the practice:

The surgery opening times are:

Monday: 8.00 - 19.30

Tuesday - Friday: 8.00 - 18.30

Extended Hours:

The practice is signed up to the Extended Hours DES and appointments are available between 6.30- 7.30pm with a GP or practice nurse on a Monday.

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Boyatt Wood has a list size of approximately 4600 patients.

The percentage ratio, which is shown in the table above, shows that the Patient Participation Group is representative of the practice population in terms of age and gender.

Steps taken to agree areas of inclusion in patient survey.

On the 12th October, a meeting was held at the surgery with members of the PRG. Letters were posted to members of the group inviting them to attend and a notice was put up in the waiting room to invite patients who are not members of the group to attend the meeting to gain insight of their views of the surgery.

The meeting was attended by one doctor, the practice manager and members of the group.

The subject on the agenda for the meeting was health and wellbeing and their opinion of what the survey should consist of for this year.

They decided that it would be useful to know what patients thought of the surgery in terms of the level of care from their doctors and nurse.

The main areas that they thought the survey should include in order to determine patient satisfaction with the surgery was

- Patients being able to tell the doctor/nurse their problem during the appt
- The doctor/nurse making them feel at ease
- The doctor/nurse listening to the patient
- Showing care and compassion
- Explaining and giving them all the relevant info
- Overall rating of the consultation.

Since the unanimous decision was patient satisfaction within the surgery, either with the GP or nurse during their appt all the above was included in the survey.

During February, approximately 220 questionnaires were posted and handed out at reception to everyone who came into the surgery and 200 received back. The patients who filled in a questionnaire kept their details anonymous. The survey and results are shown in the table below:

Patients were able to tell their problem to the doctor/Nurse:

Strongly Agree/ Agree	Undecided	Disagree/ Strongly Disagree
99%	1%	N/A

Patients said the doctor/Nurse made them feel at ease:

Strongly Agree/ Agree	Undecided	Disagree/ Strongly Disagree
97%	3%	N/A

The doctor/Nurse really listened to the patient:

Strongly Agree/ Agree	Undecided	Disagree/ Strongly Disagree
97.5%	2%	0.5%

The doctor/Nurse showed an interest in the problem:

Strongly Agree/ Agree	Undecided	Disagree/ Strongly Disagree
96%	3%	1%

The doctor/Nurse fully understood the patients concerns:

Strongly Agree/ Agree	Undecided	Disagree/ Strongly Disagree

95%	5%	N/A
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The doctor/Nurse showed care and compassion towards the patient:

Strongly Agree/ Agree	Undecided	Disagree/ Strongly Disagree
95%	4%	1%

The consultation was a positive experience:

Strongly Agree/ Agree	Undecided	Disagree/ Strongly Disagree
96.5%	2.5%	1%

The doctor/Nurse explained things clearly:

Strongly Agree/ Agree	Undecided	Disagree/ Strongly Disagree
95%	4.5%	0.5%

The patient was informed of all the relevant information needed:

Strongly Agree/ Agree	Undecided	Disagree/ Strongly Disagree
97%	2%	1%

The patients rating of the whole consultation was:

Outstanding/ Good	Satisfactory	Unsatisfactory/ Very Poor
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97%	3%	N/A
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Results analysis:

The above results of the survey are pleasing and show very high satisfaction levels of the GP and practice nurse. Overall, we received a 100% satisfaction level and a vast majority rated the whole consultation as good to outstanding.

From these results, it shows that patients are happy with the practice and that no changes need to be implemented as long as they still continue to receive the same level of care.

Steps taken to obtain views and provide opportunity for discussion with the PRG

The doctors/Nurse at Boyatt Wood, were pleased with the results of the survey.

The results were posted to the members in the Patient Reference Group. Comments from the group were requested but none were received. The practice manager spoke to a representative of the group and it was agreed that the results of the survey were good and showed very little dissatisfaction with the GP or nurse consultations.

Action arising from the survey

From discussion with the representative from the PRG, it became clear that there were no changes required to improve patient satisfaction with the GP, other than to continue providing the same level of care. It was agreed the practice should continue to encourage patients to become involved in the PRG and to make further efforts to obtain feedback from members of the PRG.

2013 Survey

The practice will hold another patient meeting later on this year. At the meeting, we will consult with the PRG members regarding the subject of the next survey.

About the practice

The surgery opening times are:

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