

## Appendix 3

# Creating and undertaking the survey (covers points 2 and 3 of the DES)

### Stage two – validate the survey and action plan through the local patient participation report

<b>Survey – The practice should outline how the survey was conducted and the results</b>
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How were the priorities set?
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We looked at the current PPG and realised that we were not properly represented. The panel were all white British, middle class and aged mostly between mid forties to mid seventies with a couple in their early eighties.
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We also thought to have a joint panel across both surgeries with the addition of a virtual group which might attract younger members. We had tried for over a year to get a PPG for High Oak but without success which also persuaded us to go for a joint group.
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How were the questions drawn up?
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At our August PPG meeting the members came up with a list of questions for use at both surgeries and a summary of the remit of the PPG. They also agreed that a joint group was the best way forward.
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Everyone felt that a detailed but concise summary would fully explain the rationale for patient involvement and the questions used were used to identify the following:
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| <ul style="list-style-type: none"><li>• whether patients thought a PPG was a good idea.</li><li>• whether they would consider becoming a PPG member</li><li>• whether they would consider being a virtual PPG member</li><li>• we also took this opportunity to ask for comments on areas of improvement</li></ul> |
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We also asked for current contact details including email addresses to update our records.
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We thought we would keep the initial questionnaire short and sweet just to gauge interest.
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How was the survey conducted?
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An information questionnaire was devised and put out to both surgeries – 200 to KMP and 100 to HOS. These were given out to any patient who attended for any reason. For the next three weeks we also advertised the PPG on the right hand side of FP10, and displayed information notices in both surgeries. These were put on the outside of all consulting room doors so they would be seen by patients when entering.
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What were the results of the survey?

KMP – 85 questionnaires completed (42%). Of those 65 patients thought a PPG was a good idea, 6 were interested in membership and 5 as a virtual member.

HOS – 67 questionnaires completed (67%). Of those 48 patients thought a PPG was a good idea, 4 were interested in membership and 11 as a virtual member.

Other responses regarding improvement to services included:

- internet booking services. This service has been available for a long time and more advertising of this has been made available.
- Length of time that prescription line is open. When closed there is a telephone answering service to take repeat prescriptions but obviously not enough patients knew about this.
- Longer opening times including weekends
- Issues regarding the use of locums – although this has now reduced.
- The lack of facilities at High Oak
- The vast majority of patients from both surgeries were very pleased and could offer no improvement ideas.

Patients expressing an interest in becoming members were invited to the next meeting and those who said they would like to be virtual members were send copies of Minutes of previous meeting and asked to comment on those and items for forthcoming agendas.

We then used the new panel to produce a further survey looking at some of the comments on service improvements picked up on the first survey. These questions differed slightly across both surgeries but the results from both are being analysed to enable us to provide the best service possible.

Please fax this form to the Primary Care Commissioning Team to 01384 366475 by Tuesday 28<sup>th</sup> February 2012