

2014 Local Patient Participation Report
Green Lane Medical Centre Patient Reference Group

About the Group

In March 2013 Green Lane Medical Centre invited patients to form a Patient Reference Group. The aim was to involve patients in decision making to improve the way patients requirements are looked after.

We advertised the opportunity to get involved with the group via the practice website and placed posters in the waiting room and reception areas. The current PRG has 8 members at present age ranges from mid-30's-mid 80's and made up of approximately 60% female patients and all of white British ethnicity. Of which the majority of the patients have been registered here for over 20 years.

Although the group does not compose of a representative cross section of the practice population the invitation was and still is open to all. The Practice continues to display posters in the waiting room and plans for the group to have its own space on the wall to display advertisements and news. We also have a new practice website which incorporates Google Translate to allow non-English speaking patients to read all information in their chosen language.

Practice Surveys

During March 2013 we invited patients to take part in the 2013 Patient Survey. The survey was advertised in the waiting room along with hard copies. The survey was also hosted online via Survey Monkey.

In the first PRG since the survey results were published it was agreed that the uptake was quite low for the size of the practice and that the survey did not ask for any opinion on the Practice Nursing Team. So it was decided to ensure efforts were made next time to include at least a question on the Nursing Team and to substantially increase the number of completed surveys returned.

Patient Survey Results 2014

During February and March 2014 we invited our patients to take part in the 2014 Patient Survey. The survey was advertised in the surgery waiting room along with paper copies of the questionnaire and on the website which allowed them to take part in the survey electronically. Extra efforts were undertaken to increase uptake and were ultimately successful in more than doubling the uptake compared to last year.

Reception Team

Q1, How do you rate the reception team?

Answer Options	2013 Response	2014 Response
EXCELLENT	46%	27%
VERY GOOD	30%	34%
GOOD	16%	27%
FAIR	4%	8%
POOR	4%	3%

- 92% of respondents rated the reception desk staff as good, very good or excellent in 2013 compared to 88% this year.

Contacting the surgery

Q2 How do you rate contacting the surgery by telephone?

Answer Options	2013 Response	2014 Response
EXCELLENT	27%	14%
VERY GOOD	27%	23%
GOOD	22%	28%
FAIR	11%	25%
POOR	14%	10%

- 76% of patients rated the surgery as at least good to get through to the surgery by phone compared to 64% this year

Access to appointments

Q3. If you need to be seen on the same day, were you able to see a doctor on the same day?

Answer Options	2013 Response	2014 Response
yes	54%	54%
no	35%	43%
sometimes	8%	

3% did not answer

Q4. : If no are you offered the next available appointment?

Answer Options	2013 Response	2014 Response
yes	61%	64%
no	6%	9%
Didn't answer	33%	27%

Clinical Care

Q5. What do you think of the Practice Nursing Team?

Answer Options	2013 Response	2014 Response
EXCELLENT	n/a	38%
VERY GOOD	n/a	37%
GOOD	n/a	32%
FAIR	n/a	2%
POOR	n/a	1%

We have no data to compare this year to as it is a new question however 96% of responders were happy with the nursing team

Q6. Thinking about your consultation with the doctor today, how do you rate the doctor in dealing with your medical issues?

Answer Options	2013 Response	2014 Response
EXCELLENT	46%	44%
VERY GOOD	35%	33%
GOOD	11%	19%
FAIR	3%	3%
POOR	1%	2%

The results from the questionnaires indicate that 92% of patients rated the way the doctor dealt with their medical issues as at least good last year compared to 96% this year.

Overall Levels of Satisfaction

Q7 Overall, how satisfied are you with the service at Green Lane Medical Centre?

Answer Options	2013 Response	2014 Response
EXCELLENT	44%	35%
VERY GOOD	33%	34%
GOOD	15%	24%
FAIR	4%	8%
POOR	1%	2%

1 person did not answer (1%)

The results from the questionnaire indicate that 92% of patients rated the service at the surgery as at least good in both years the survey was carried out.

The results of the survey will be discussed at the next meeting held on 28th April 2014 please get in touch with the Practice to confirm your attendance.

At this meeting we will discuss and agree:

- Areas for improvement
- Survey findings
- Survey questions for next year
- Key objectives for 2014/15

Opening Times

Monday	08:00 - 18:30
Tuesday	08:00 - 18:30
Wednesday	08:00 - 18:30
Thursday	08:00 - 18:30
Friday	08:00 - 18:30
Weekend	<i>closed</i>