



# St David's Family Practice

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## St. David's Family Practice Patient Participation Report 2013/14

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### Background:

Our Patient Participation Group was founded in 2009. The original Committee consisted of five members, together with the Senior Practice Partner and the Practice Manager.

Whilst the original Committee profile tended to lean towards the older generation, membership included a full time Carer and a disabled person. It was recognised, that to be more reflective of our practice profile, the Committee needed representation from the younger age group as well as from the multi-ethnic backgrounds that make up our patient list.

Despite extensive advertising including posters, newsletters, networking and our Practice Leaflet, we have not yet achieved a group that is as representative of our practice population as we would wish. Our 2014 Action Plan detailed below, acknowledges this and identifies further steps that will be pursued in order to hopefully achieve a more balanced profile, through the engagement with underrepresented groups. Our current profile consists of 2 males and 7 females, all of whom are aged >50. Of these, all except one are of White British ethnicity. We will however, endeavour to achieve a more reflective mix, consistent with our practice profile.

Age Groups	Under 16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	Over 85	Total
Male						1	1			2
Female					2	1	2	1	1	7

In addition to our Committee Members, we also have a further five patients, who have indicated their willingness to be involved with reviewing survey analyses and participating in the formation of action plans and decision making.

### **Development of greater patient involvement:**

In April 2011, the Practice decided to enable patients to have more involvement in decisions about the range and quality of services that we provide, by the formation of a Virtual Patient Participation Group.

An advertising campaign was launched which included posters in the Waiting Area, Newsletters and the display of application forms at Reception and other public areas. Patients were informed that we would ask the members of this representative group some questions from time to time, such as what they thought about our opening times or the quality of the care or service they receive. Contact with them would be via email, our surveys would be brief and concise, so it shouldn't take too much of their time and that we had also set up a discussion forum for them to have their say.

We aimed to gather around a hundred patients from as broad a spectrum as possible to get a truly representative sample. For this to happen, the group should include young people, workers, retirees, people with long term conditions and people from non-British ethnic groups.

In hindsight, our expectations were perhaps out of line with local interest. Stanwell is a very needy area, consists of pockets of deprivation, a wide spectrum of social need, unemployment and a very transient population. For many of our patients, English is not their native tongue and households with access to the internet are perhaps, more limited than was envisaged. It was also evident that the principal of how a Virtual Group worked was not easily understood, as many applications did not even include an e-mail address. A total of 21 applications to join a Virtual Patient Participation Group were received back, of which only twelve included an e-mail address.

It was evident however towards the end of the year, that a Virtual Group would not after all, be the best way forward. Instead, we opted to personally approach patients and invite them to join our face to face Patient Group

### **2014 Patient Survey:**

At our Patient Participation Group Committee meeting held on 7 November 2013, the Committee were informed of the achievements arising out of the 2013 Action Plan (*Appendix 1*) and the priorities of our second Patient Survey were agreed. These were largely based around National GP Patient Survey issues, patients' priorities and Practice priorities. From these, a Survey was constructed which was brief, concise and primarily would gauge patient perception of our Accessibility. The Survey, consisting of 11 questions was approved by the PPG Committee at this meeting. A copy of the agreed Survey Questionnaire is attached to this Report as *Appendix 2*.

Survey questionnaires were distributed randomly to patients from 9/11/13 to 31/1/14 and were also available at Reception and at Patient Check-In. The Committee indicated that a minimum of 100 responses needed to be analysed. The Survey concluded on 31 January 2014, (which was beyond the original deadline and to enable as many responses as possible to be received) by which time 213 responses had been returned for analysis, whilst a few "spoilt" responses were not suitable to be considered.

### **Survey Findings Discussion:**

The PPG Committee, Senior GP Partner and Practice Manager met again on 27 February 2014, together with the patient representatives who were able to attend, to discuss the findings. The Survey analysis was discussed at length and minutes taken. All delegates had received an analysis of the survey prior to the meeting. The survey report describes the assessment process of identifying those areas deemed by patient satisfaction, to require improvement and thus which then formed the basis of an Action Plan.

### **Action Plan:**

At this same meeting on 27 February 2014, the PPG delegates also unanimously approved a series of action points in response to the analysis. An Action Plan was then drawn up and circulated to all delegates. There were no changes to the way services are currently being provided. The Action Plan consists mainly of recommendations.

### **Publication of Findings:**

The analysis of the 2014 Patient Survey, were made available to our patients from the end March 2014, by way of posters which represent the analysis in pie graph format. This poster display has been positioned in a very prominent position in our Waiting Room, so that all patients entering our Reception area can see the graphics as they arrive. We have also had our practice Action Plan printed on two enlarged A1 sized posters, again strategically positioned, so that all patients arriving at our Reception foyer, can see our proposals in response to the comments received.

Additionally, our practice website, [www.stdavidsfamilypractice.co.uk](http://www.stdavidsfamilypractice.co.uk) has had the results analysis and Action Plan uploaded onto it and which were made available to patient access, from mid March 2014.

### **Further information:**

The opening hours of St. David's Family Practice are:

Monday	08:00 - 18:30 (with extended hours to 20:00)
Tuesday	08:00 - 18:30
Wednesday	08:00 - 18:30 (with extended hours to 20:00)
Thursday	08:00 - 18:30
Friday	08:00 - 18:30
Saturday	09:00 - 11:00 (extended hours)

The practice does not close at lunchtime and telephone lines are open from 08:30 – 13:00 and 14:00 – 18.30, Monday to Friday.

To obtain access to services throughout the core hours, appointments can be made by telephone, in person or through Patient Access using the internet, if patients have registered for this service.

### **Extended Hours Scheme:**

The practice opens for extended hours on Monday and Wednesday evenings and Saturday morning, when individual healthcare professionals are available for routine appointments under an extended hours access scheme, between 18:30 and 20:00 on Monday and Wednesday and from 09:00 and 11:00 on Saturday morning.

Surgery opening times and how to access NHS111 when the surgery is closed, can be accessed via an answer machine message over the telephone by dialling 01784 883933, our practice leaflet and on the practice website.

The practice website is: [www.stdavidsfamilypractice.co.uk](http://www.stdavidsfamilypractice.co.uk)

All information regarding the Patient Participation Group, including the Report and a full analysis of all Patient Surveys can be found at this address.

**St. David's Family Practice  
Stanwell**

## Appendix 1

### 2013 ACHIEVEMENT v ACTION PLAN

#### **In response to Patient Survey**

The Practice and our Patient Participation Group have jointly agreed the following:

1. The PPG recommends that in order to address inappropriate use of Accident and Emergency department services:

- Our opening times and range of appointment availability need to be reinforced via greater advertising in Waiting Room, Reception foyer and website  
There already is an A&E link embedded into the Home page of the Practices' website, encouraging patients to make appropriate use of that service
- Alternatives to A & E include, NHS Direct, Walk-In Centres and Out of Hours Deputising Service – need to educate and increase patient awareness of these alternatives and to reinforce “contact your GP surgery first” if in doubt

**Achieved March 2013**

2. The PPG recommends that:

- The Practice increase the level of patient awareness of the role of Carers and the resources & services that are available to them: NRW has already met with Sarah Priestley, GP Liaison Officer from Surrey Carers Support at Surrey County Council.
- An advertising banner has been placed in the Waiting Room and further supplies of the Carers Information packs are on display and available at Reception

**Achieved March 2013**

- Poster campaign also to be made available in Waiting Room and Reception foyer

**Achieved April 2013**

- NRW to explore possibility of PowerPoint presentation that Sarah Priestley has made available, being fed thru' the Patient Visual Display flat screen TV in Waiting Room  
Technical difficulties encountered but posters on display as alternative
- Flyers/application forms to be visible at Reception

**Achieved March 2013**

Overall, the PPG are happy with the survey analysis

**St.David's Family Doctors  
February 2013**

**Appendix 2**  
**St.David's Family Practice Patient Participation Group**  
 Stanwell Health and Community Centre, Stanwell TW19 7HE  
 01784 883933

**How Are We Doing?**

We would be very grateful if you could take a few minutes to fill out this survey for the **Patient Participation Group** on the timeliness and quality of service you have received at St.David's Family Practice. There are 11 questions to this survey printed on both sides of the paper. Please tick the box which most closely describes your answer and return the completed form to the Practice by **Friday 13 December 2013**. The results will be posted in our Waiting Room and on our website from **March 2014**.

**Q.1 of 11 How did you make today's appointment at St.David's Family Practice?**

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In person	telephone	online	Cannot recall

**Q.2 of 11 What time of day did you contact the practice to make the appointment?**

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Early morning (8am-10am)	Late morning (10am-1pm)	Early afternoon (2pm-4pm)	Late afternoon (4pm-6.30pm)	Cannot recall
Comments				

**Q.3 of 11 What type of appointment did you need?**

<input type="radio"/>	<input type="radio"/>
routine	Urgent (something which could not wait until the next available routine appointment)
Comments	

**Q.4 of 11 If telephone consultation appointments were available, would you accept one?**

<input type="radio"/>	<input type="radio"/>
yes	no
Comments	

**Q.5 of 11 Was your most recent consultation with a Doctor or Nurse?**

<input type="radio"/>	<input type="radio"/>
Doctor	Nurse

**Q.6 of 11 Were you able to get a suitable appointment for your most recent consultation with that Doctor or Nurse?**

Nurse	
<input type="radio"/>	<input type="radio"/>
yes	no
Comments	

Doctor	
<input type="radio"/>	<input type="radio"/>
yes	no
Comments	

**PLEASE TURN OVER**

**Q.7 of 11 If you answer to Q.5 was “Doctor” did you ask to see a specific Doctor or were you happy to see any Doctor?**

<input type="radio"/>	<input type="radio"/>
Appointment with a specific Doctor	Appointment with any Doctor
Comments	

**Q.8 of 11 How likely are you to recommend St.David’s Family Practice to other people?**

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Very likely	Likely	Not likely	Definitely not	No opinion
Comments				

**The following questions are optional but your responses would be very helpful:**

**Q.9 of 11 Age Group**

<input type="radio"/> 16-19	<input type="radio"/> 20-24	<input type="radio"/> 25-29	<input type="radio"/> 30-34	<input type="radio"/> 35-39	<input type="radio"/> 40-44
<input type="radio"/> 45-49	<input type="radio"/> 50-54	<input type="radio"/> 55-59	<input type="radio"/> 60-64	<input type="radio"/> 65 or over	

**Q.10 of 11 Gender**

<input type="radio"/>	<input type="radio"/>
Male	Female

**Q.11 of 11 Which of the following ethnic backgrounds do you most closely identify with?**

White British	<input type="radio"/>	White Irish	<input type="radio"/>	White Other	<input type="radio"/>
Mixed – White & Black Caribbean	<input type="radio"/>	Mixed – White & Black African	<input type="radio"/>	Mixed – White & Asian	<input type="radio"/>
Asian or Asian British – Indian	<input type="radio"/>	Asian or Asian British - Pakistani	<input type="radio"/>	Asian or Asian British Bangladeshi	<input type="radio"/>
Black or Black British - Caribbean	<input type="radio"/>	Black or Black British - African	<input type="radio"/>		
Chinese	<input type="radio"/>	Any other	<input type="radio"/>		

**Equality and Diversity Monitoring**

The information you provide will be treated in the strictest confidence and is for monitoring purposes only.

**Thank you for taking the time to complete this survey  
St.David’s Family Practice**

