

## **GLOUCESTER CITY HEALTH CENTRE PATIENT PARTICIPATION REPORT 2014/15**

### **INTRODUCTION TO THE PRACTICE PATIENT GROUP (PPG)**

The Patient Participation Group has been running for about three and a half years. The group initially started as a virtual group but we now meet face to face in the Practice on a quarterly basis. Although the group has not grown much in size we have managed to recruit a few patients from our ethnic minority groups. We are continuing to try and recruit new members from all groups of patients, especially from the underrepresented.

Posters are still displayed (as shown in appendix 1) in prominent areas in the practice to try to encourage patients to join the group. We approach patients direct in the practice to ask if they would be interested in joining the group. The group is also advertised on the Practice Website.

### **PROFILE OF OUR GROUP MEMBERS**

We now have a patient group with 15 members, of mixed ages (but it still does not contain the ethnic mix we had hoped for). We are aware that we need to try and encourage more patients from the less represented areas to become involved in the group and this is something we are continuing to do. The group are aware of the problem and are keen to be involved in recruiting new members.

The breakdown of the group and the practice population is shown in (appendix 2) we have only been collecting ethnicity data in recent years, therefore cannot give a true analysis of the numbers.

### **PATIENT CONTACT**

The group still has members who prefer to give their input via email, telephone or letter. Members who are willing to come along to meetings with other members meet up 3 to 4 times a year.

### **PRACTICE SURVEY**

Following consultation it was agreed the practice would once again use the GPAQ V4 patient questionnaire which would be analysed and reported by CMI publishing.

The questionnaire consisted of questions which ranged from ethnicity, age, sex, to general questions about the GP or Nurse and the practice in general.

The survey measured patient's opinions on the following areas:

- Satisfied with the GP or Nurse seen today
- Reception services
- Opening hours
- Contacting the surgery
- Ease of Booking appointments
- Ease of seeing a GP or nurse
- Appointment availability (urgent and non-urgent)
- Consultation length, content and information provided
- questionnaires were completed and returned by patients.
- Patients were asked to complete a questionnaire when they came in to the Practice.
- The survey was conducted between February and March 2015
- Friends and Family
- Individual GP reports

The results of the survey (as shown in appendix 3) were shared with the group and full copies of the results are shown on our website.

## **GROUP COMMENTS AND FEEDBACK**

- **Opening times**
- **Waiting times**
- **Phone lines**
- **Reception Staff**
- **Practice Premises**

## **PRACTICE TEAM MEETING**

The Practice team will discuss the results of the Patient survey in our Clinical Governance afternoon on 22 April 2015. The team discussed the suggested late opening one evening a week, the overall outcome of the questions about the reception team, GPs and nurses and the comments about the interior of the Practice needing a revamp. The Practice action plan contains areas suggested in the feedback received from the group.

## **ACTION PLAN FOR IMPROVEMENTS IN 2015/16**

Members of the PPG met on Friday 27 March to discuss the outcome of the survey and agree an Action Plan for 2015/16.

### **Opening Times**

- Patients are still asking for the Practice to open on Saturday – continue to advertise our Saturday opening times in the Practice and on the Website.

### **Premises**

- Following comments in last year's Practice Survey about the premises needed a complete internal revamp; this has been started with the Practice being painted. It was agreed that more work would be carried out if the Practice is to remain in its current premises.

### **Practice Survey**

- The outcome of the survey was discussed in full and it was agreed that overall the results of the survey were good. The group agreed to repeat the same survey next year.

### **Contacting the Practice by Phone**

- Patients are still reporting it is difficult to get through to the Practice by phone at busy times. The Practice is aware of this problem and as soon as a final decision has been made about the premises extra lines will be installed.

**Reception**

- Receptionists to make sure they keep patients informed when a GP is running late.

**Waiting room**

- To have a special GCHC PPG noticeboard.
- To encourage new members to join the GCHC PPG by displaying more information in the waiting room.
- To hold a Carer's and PPG day.

**Fundraising**

- To support further fundraising events to provide extra facilities for the patients and Carers at Gloucester City Health Centre.

**Meeting**

- Meet quarterly.
- To trial various meetings times to encourage better attendance.
- To have a named GP who is prepared to be the link to and attend GCHCPPG meetings.
- To trial holding various health talks e.g. diabetes, smoking, dementia and so forth.

**PPG Committee**

- To continue to work together with the GPs and staff at Gloucester City Health Centre.
- To continue to be part of the Gloucester City Locality Reference Group and Gloucester Locality PPG Group.
- To continue to attend various meetings and events as and when invited by various organisations, such as the CCG.
- To continue being a member of NAPP.

As a Practice we once again decided to include the comments made by some patients on the survey questionnaire (shown at the bottom of Appendix 3).

APPENDIX 1



Would you like to have a say about the  
services provided at  
Gloucester City Health Centre

We would like to hear your views  
By leaving your details we can contact you  
every now and again to ask you a question  
or two.

Could you come along to a meeting in the  
Practice occasionally?  
Contact forms are available from  
reception.



## APPENDIX 2

Practice population profile	PRG profile	Difference
<b>Age</b>		
% 18 – 24 - 8.3%	% 18 – 24 -	No members in this age bracket
% 25 – 34 – 15.5%	% 25 – 34 - 0.025%	2 members
% 35 – 44 – 12.8%	% 35 – 44 - 0.04%	3 members
% 45 – 54 – 13.3%	% 45 – 54 - 0.025%	2 members
% 55 – 64 – 8.5%	% 55 – 64 - 0.04%	2 members
%65 – 74 – 6.1%	%65 – 74 - 0.025%	2 members
%75 – 84 – 4.5%	%75 – 84 - 0.025%	2 members
% Over 85 – 1.6%	% Over 85 - 0.012%	1 member
<b>Ethnicity</b>		
<b>White</b>	<b>White</b>	Only about 48.9% of patient records contain details about ethnicity, therefore we cannot give meaningful figures.
% British Group -	% British Group -	
% Irish -	% Irish -	
<b>Mixed</b>	<b>Mixed</b>	
% White & Black Caribbean -	% White & Black Caribbean -	
% White & Black African -	% White & Black African -	
% White & Asian -	% White & Asian -	
<b>Asian or Asian British</b>	<b>Asian or Asian British</b>	
% Indian -	% Indian -	
% Pakistani -	% Pakistani -	

<b>Practice population profile</b>	<b>PRG profile</b>	<b>Difference</b>
% Bangladeshi -	% Bangladeshi -	
<b>Black or Black British</b>	<b>Black or Black British</b>	
% Caribbean -	% Caribbean -	
% African -	% African -	
<b>Chinese or other ethnic Group</b>	<b>Chinese or other ethnic Group</b>	
% Chinese -	% Chinese -	
& Any Other -	& Any Other -	
<b>Gender</b>		
% Male – 50.62%	% Male -	
% Female – 49.38%	% Female -	

**APPENDIX 3**  
**GLOUCESTER CITY HEALTH CENTRE**  
**RESULTS OF IN-HOUSE PATIENT SURVEY February to March 2015**

	Yes - %	No - %
Did the GP put you at your ease	94.7%	
Was the GP polite and considerate	97.1%	
Was the GP good at listening to you	95.9%	
Did the GP give enough time	92.3%	
Was the GP good at assessing your medical condition	92.2%	
Was the GP good at explaining treatments and tests	92.5%	
Did the GP involve you in decisions about your care	89.2%	
Was the GP good at providing or arranging treatment for you	91.9%	
Would you be happy to see this GP again	99.8%	
Did the nurse put you at your ease	86.4%	
Did the nurse give enough time	93.3%	
Was the nurse good at listening to you	89.1%	
Was the nurse good at explaining treatments and tests	86.2%	
Did the nurse involve you in decisions about your care	83.8%	
Was the nurse good at providing or arranging treatment for you	79.6%	
Would you be happy to see this nurse again	96.6%	
Was your experience of your GP surgery good	95.5%	
Receptionists helpful or fairly helpful	99.5%	
Easy or fairly easy to contact the practice by phone	76.8%	
Ease of speaking to a Doctor or nurse by phone	81.8%	
Ease of booking an appointment more than 2 days in advance	89.7%	
Ease of seeing preferred GP	< 4 days 58.6 & > 5 days 26.8	
Seeing doctor on the same day	61.8%	
Are waiting times too long		77.8%
Satisfied with the Practice's opening hours	86.9%	
Would you recommend the Practice	89.2%	
<b>OPENING TIMES</b>	<b>% of patients who would like the practice to open</b>	
Before 8am	9.2%	
Lunchtime	11.7%	
After 6.30pm	12.2%	
Saturday	16.4%	
Sunday	8.5%	

**426 patient survey questionnaires were completed and returned to the Practice.**