

## BURSCOUGH FAMILY PRACTICE PATIENT PARTICIPATION GROUP REPORT 2012

This patient survey was conducted at Burscough Family Practice to assess patient opinion on the quality of service we provide at the practice as well as to identify any areas of excellence in care and areas that require improvements. All patients who attended surgery in Jan/Feb 2012 were invited to complete the survey either on line or in the surgery itself.

The comprehensive survey was designed to assess all aspects of interactions with the patients attending surgery. A draft questionnaire was created through My Surgery Website by the Practice Manager and agreed by the GP

A copy of the questionnaire provided is enclosed.

The practice has a total population of 2745. Out of which 1436 are Male and 1309 are Female. The practice has an older patient population with some younger patients. We therefore ensured that the patient representative group reflected this. It was relatively easy to target the older patients as they attend the clinic regularly. The younger group was encouraged to participate when they attend with children for vaccinations. We also introduced the idea of participation by email.

The practice is a rural practice and the ethnicity of Burscough Clinic is mostly White British which is represented in the group. Five methods of targeting were employed

1. All patients who attended the surgery were handed a questionnaire and invited to take part in the survey.
2. The practice manager targeted those younger patients attending baby immunisation clinic.
3. Email invites were sent to 50 patients at random
4. Patients were also encouraged to join by displaying on the Jayex screen in the waiting room.
5. The survey was also made available for completion by on-line members

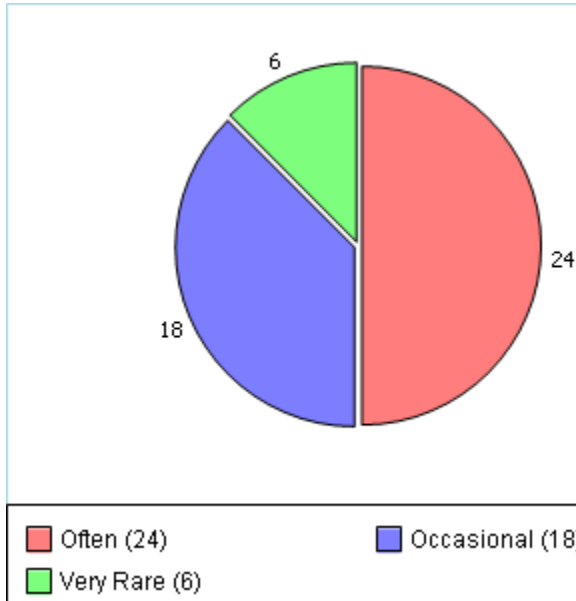
A total of 70 patients completed the survey of these 48 responded on line. Patient demographics is highly representative of the practice.

## Patient Reference Group

The patient group comprises 48 members

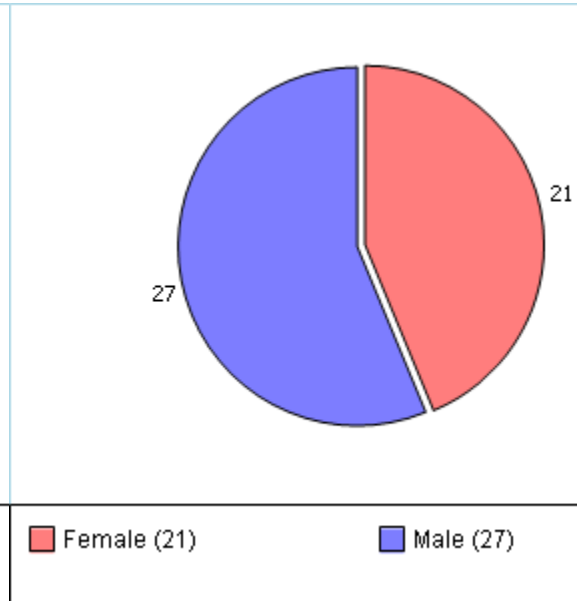
### Distribution Details

#### Attendance

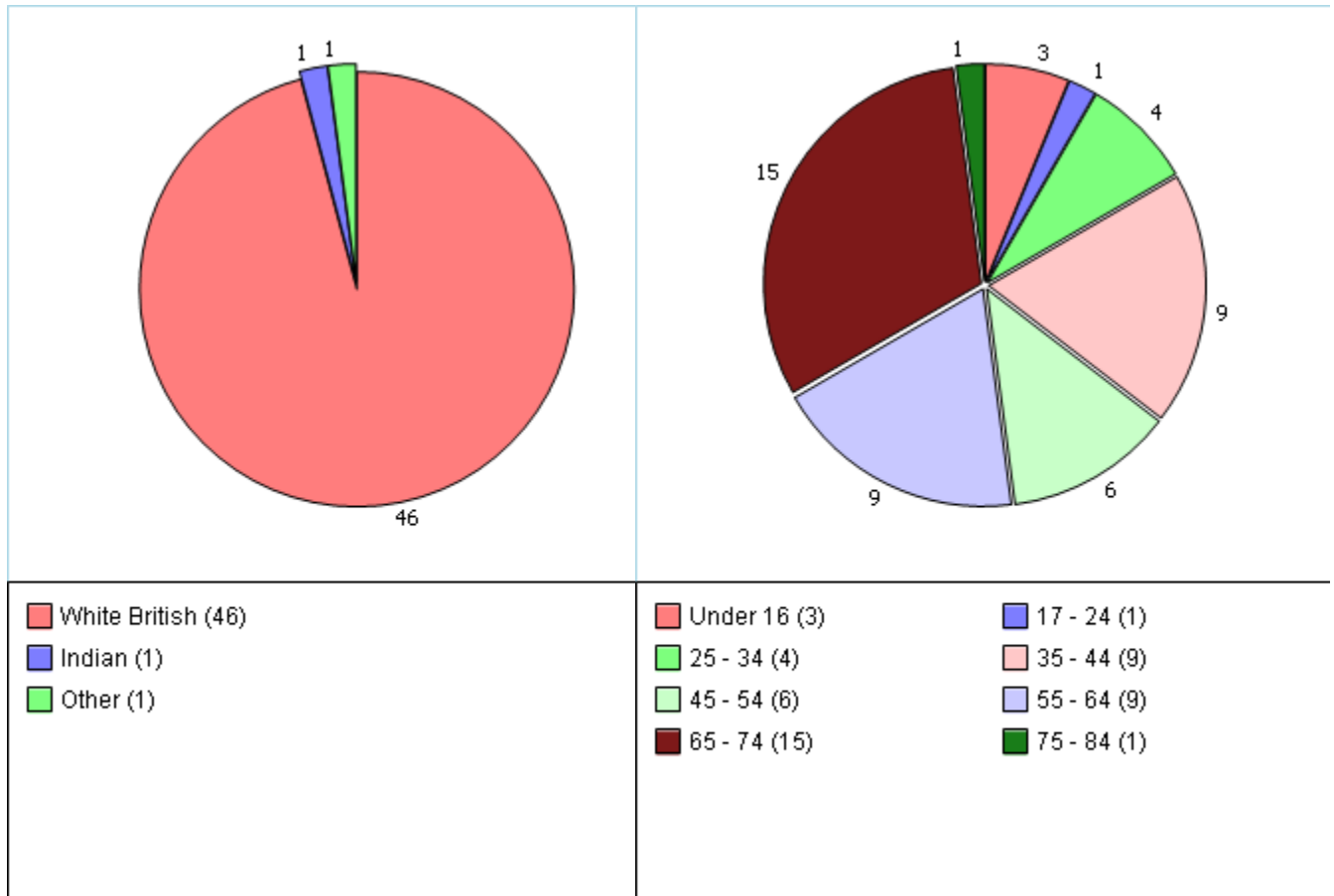


#### Ethnicity

#### Gender



#### Age



## RESULTS

A total of 70 patients completed the survey of these 48 responded online.

**ACCESS:** 10% of patients felt it was not easy to get through on phone and 8% of patients felt it was difficult to see GP urgently.

**APPOINTMENT PROCESS:** Although 70% of patients found it easy to book appointments three months in advance and 23% had difficulty to book appointments.

86% of patients were seen within 4 days of request and this was reflected in the satisfaction rate ie 90% rating the aspect of service as excellent to good.

Waiting times in clinic were also reasonable with 70% of patients being seen within 10 minutes and only 4% patients were kept waiting more than 20 minutes.

Most patients do prefer to see a particular GP and were satisfied with this service. All aspects of the quality of service provided by the GP was also rated very good or good by vast majority of patients (86%) and as a result over 80% had confidence and trust in their GP.

The quality of delivering care was similarly rated as good or very good by 80% of patients. Consequently 87% of patients reported the overall experience of the surgery as being excellent or very good and 85% were willing to recommend the surgery to other potential patients.

## AREAS OF PRIORITY

The survey was very comprehensive and covered all aspects of the practice. The survey shows that Burscough Family Practice is providing an excellent to good level of service to the vast majority of its patients. The patients are happy with the service provided and have confidence in their GP and nursing staff. As a concurrence, most patients feel motivated about their health. A small but significant number would like additional opening times to be provided out of hours especially in the evenings.

## PROVIDE THE PRG WITH THE OPPRTUNITY TO DISCUSS THE FINDINGS AND REACH AGREEMENT

The results of survey indicated that the existing systems were working well and patients were happy with the service overall. The following question was identified from the survey as requiring action

Q16. Which of the following additional opening hours would make it easier for you to see or speak to someone? Please tick all boxes that apply

(37%of patients were keen on additional opening hours).

Members of the PRG were informed of the survey results and invited to comment on the action point. As no response was received it was agreed to finalise the actions with the GP and Practice Manager. The following extended hours has been agreed:

The extended hours is to be implemented with only the Doctor but no Nurse subject to approval by the PCT.

Monday : 6:30 pm to 8:30pm

The survey results have been published on the practice website [www.burscoughfamilypractice.co.uk](http://www.burscoughfamilypractice.co.uk) heading Survey Results. The extended hours will be advertised on the practice leaflet and the JAYEX screen in the waiting area.

I can confirm that Burscough Family Practice is open:

#### OFFICE HOURS

Reception is open Monday to Friday 8:00 am to 6:30pm

#### Surgery Hours

MONDAY 9:00-6:30pm

TUESDAY 9:00-6:30pm

WEDNESDAY 9:00-6:30pm

THURSDAY 9:00-12:00noon

FRIDAY 9:00-6:30pm

OWLS out of hours service provides urgent care response to our patients via our patients the surgery number and being transferred directly through to the service.

#### APPENDIX:

Please log on to the practice website

[www.burscoughfamilypractice.co.uk](http://www.burscoughfamilypractice.co.uk)

On the HOME page on the right side, please click on the box that says Patient Group Sign up to view the questionnaire used for Signing Up For Our Patient Reference Group

GPAQ V3 Questionnaire used. Please logon to the practice website

[www.burscoughfamilypractice.co.uk](http://www.burscoughfamilypractice.co.uk)

On the page at the bottom, please click on the box that says Patient Survey to view the questionnaire used for the survey.

March 2012

Mrs Neeta Chitkara  
(Practice Manager)

