



Patient Participation Report

Following a practice meeting in April 2011, Farnham Dene Medical Practice took the decision to develop a virtual Patient Participation Group. This would enable us to consult with an email community on a regular basis, but would not necessitate face-to-face meetings.

In order to develop the group in the most effective way and to reach the broadest section of the community, we produced an application form, which was made available to all patients attending the surgery inviting them to attend our group.

It was important that we got the opportunity to gain feedback from a representative cross section of the practice population.

The demographics of our practice are as follows:

Age groups	0-4	5-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-89	90+	Totals
Males	413	1119	441	487	777	798	602	409	226	53	24	5349
Females	416	945	469	594	996	983	998	766	476	343	105	6173

When all application forms were completed, steps were taken to ensure that we were engaging with patients of different ages, ethnic groups and with a wide variety of different needs. Where we felt a group was underrepresented, we identified patients that could be contacted to invite them to attend.

Our final group consisted of 58 people with the following profiles:

Under 24
<ul style="list-style-type: none"> ▪ 2 White British ▪ Childless
<i>Of this group one is a student and one is employed</i>
Aged 25-44
<ul style="list-style-type: none"> ▪ 12 White British ▪ 1 African ▪ 2 Indian ▪ 1 other ethnicity ▪ 3 lone parents ▪ 10 Parents ▪ 3 childless
<i>Of this group eight are housewife/person and eight are employed.</i>

Aged 45-64
▪ 18 White British
▪ 1 Chinese
▪ 1 Black British
▪ 4 lone parents
▪ 12 parents
▪ 4 childless
<i>Of this group fifteen are employed, two are retired and three are housewife/person</i>
Aged Over 65
▪ 20 White British
▪ 15 parents
▪ 1 lone parent
▪ 4 childless
<i>Of this group all are retired</i>

Following completion of our 2011/12 survey and report, it was agreed that we should continue to give patients the opportunity to join our Patient Participation Group. Application forms were available in both surgeries and online. This increased our members to 81. As we had our base groups with age, gender and ethnicity identified, we added the extra members to the group without including this information, but feel we have a good cross section of patient representation.

When the group was finalised, an email group was set up with a dedicated email address.

It was agreed by the practice that this years survey should be based on our current appointment system to allow us to review what we are currently offering and also to assess whether the improvements to the telephone system, the availability of booking ahead and introduction of 24 hour booking, which was introduced following our survey in 2012, had improved the patient experience in appointment booking.

Our survey was produced by the Practice Manager and published on the website for patients to complete.

A welcome email was sent to the group directing them to the questionnaire and asking them to advise us if they felt any questions needed to be added or amended.

The practice received 42 completed questionnaires. Various suggestions were made regarding amendments and extra questions, but some of these were not relevant to the appointment system. It was agreed that the following amendments and additions would be included:

- How easy is it to use the automated system
- The question asking if patients would prefer the option of booking on the day, booking 2 weeks ahead and 4 weeks ahead, should include an answer of all three options.

- It was suggested that where possible questions should have 4 possible answers rather than 3 to discourage patients from choosing the middle option.
- It was suggested that for the question asking "how well do you know which days your doctor works" the answers should be very well, quite well, not very well and not at all.

The survey was completed during October 2012 and a final report of results was produced in January 2013.

Following completion of the report, results were emailed to the group requesting comments.

Having reviewed the results and considered patient comments, an action plan was produced and the following actions will or have been taken:

- A GP timetable will be added to the practice website
- Information will be added to the website giving details of locums, registrars and trainees that work in the practice
- The practice is looking at the possibility of introducing online booking and possibly cease using the automated telephone booking system
- Patients will continue to be encouraged to build relationships with more than one GP in the practice, due to the fact that the majority of doctors work part time, causing a problem with availability of particular doctors.

We are keen to work with our Patient Participation Group to ensure that we are providing the best possible service to our patients.

- The practice is open Monday to Friday from 8.00-6.30.
- Appointments are available throughout the day, morning, afternoon and evening
- Emergency appointments are available daily
- Phone call appointments are also available daily
- The Bourne surgery closes for lunch from 1.00-2.00
- Over the lunchtime period the phones are on voicemail giving an emergency number for patients to contact.
- The voicemail system gives details of NHS Direct and Thamesdoc for out of hour emergencies.

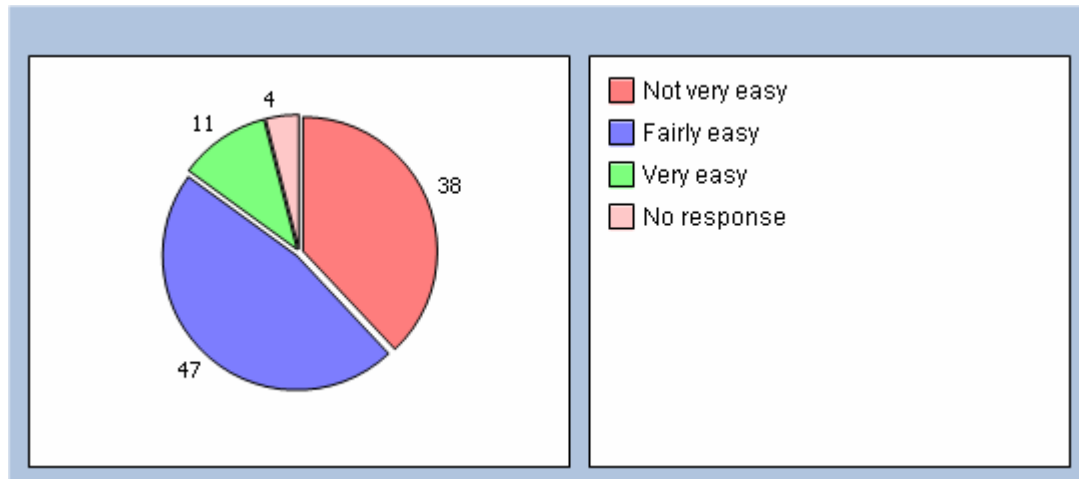
It is the intention of the practice to continue to build our patient group. Information and an application form is available on our website.

Patients will be consulted again during 2013 with regard to carrying out a further survey.

Summary of results

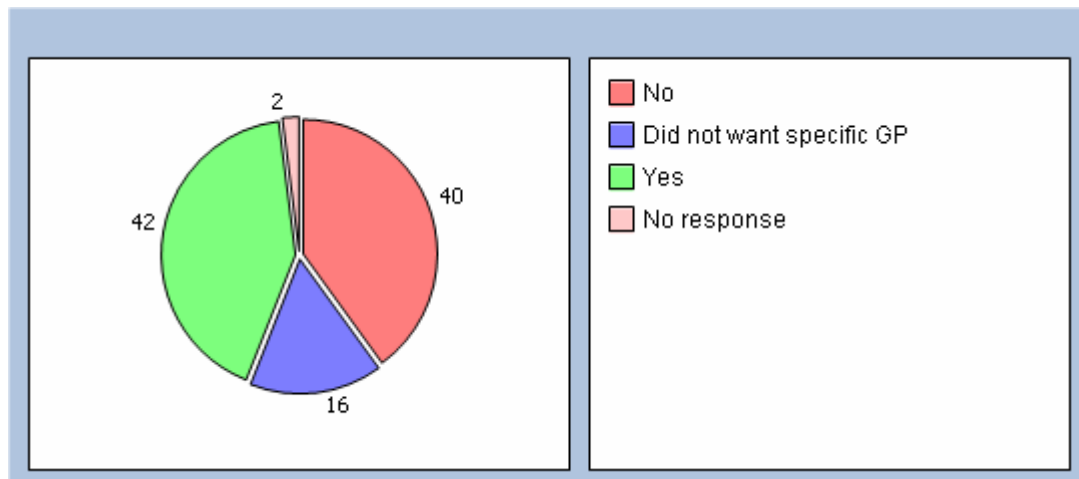
Q1: How easy was it to get an appointment for the time you wanted?

Not very easy 38%
Fairly easy 47%
Very easy 11%
No response 4%



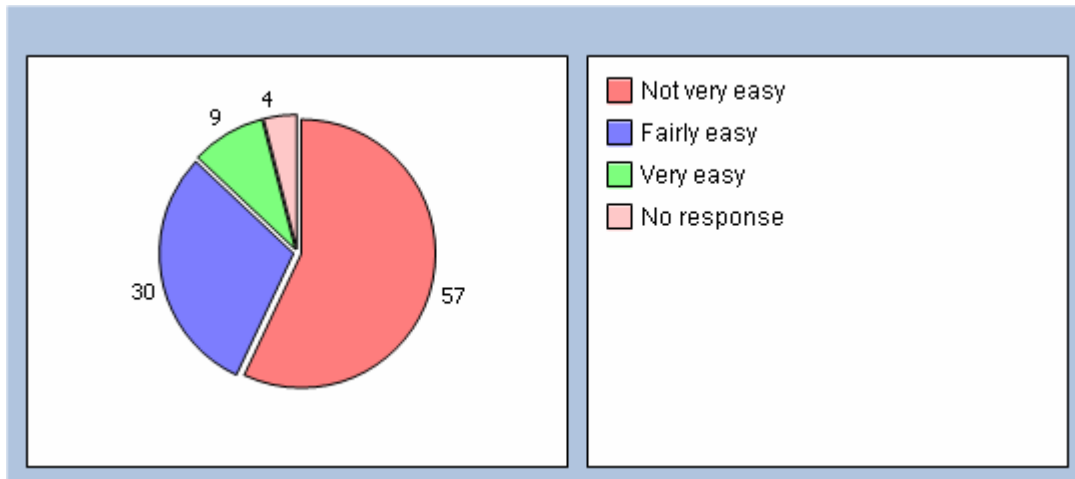
Q2: Were you able to see the GP you wanted to see?

No 40%
Did not want specific GP 16%
Yes 42%
No response 2%



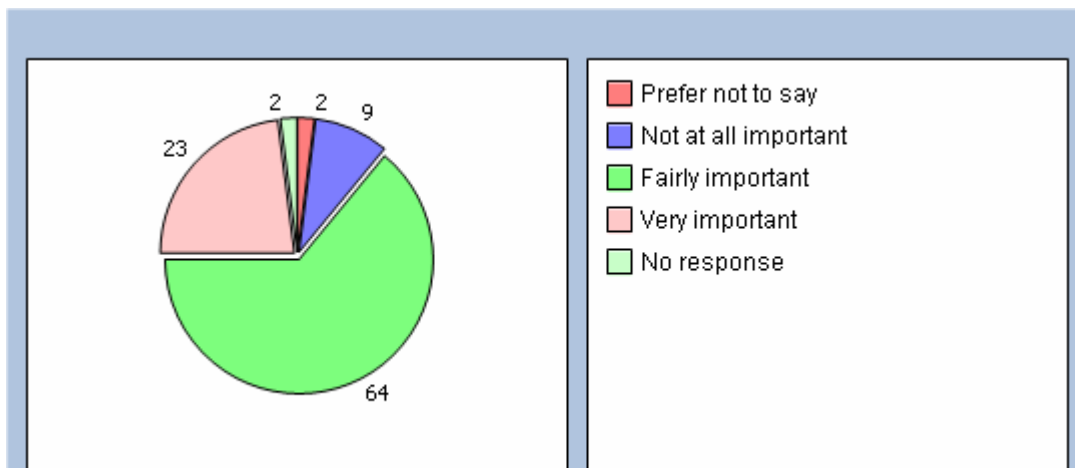
Q3: How easy was it to get an appointment with the GP you wanted to see?

Not very easy 57%
Fairly easy 30%
Very easy 9%
No response 4%



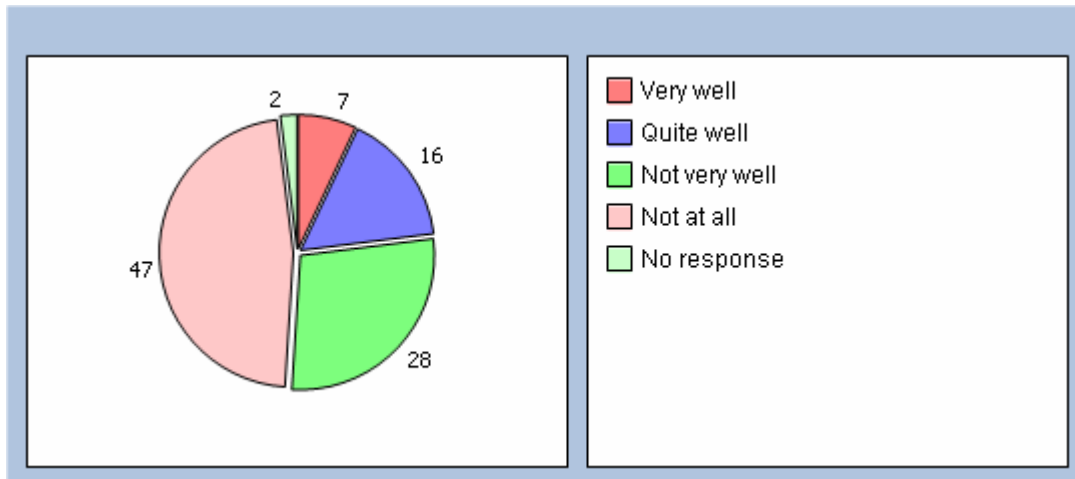
Q4: How important is it to you that you see a specific GP when coming to this practice?

Prefer not to say 2%
 Not at all important 9%
 Fairly important 64%
 Very important 23%
 No response 2%



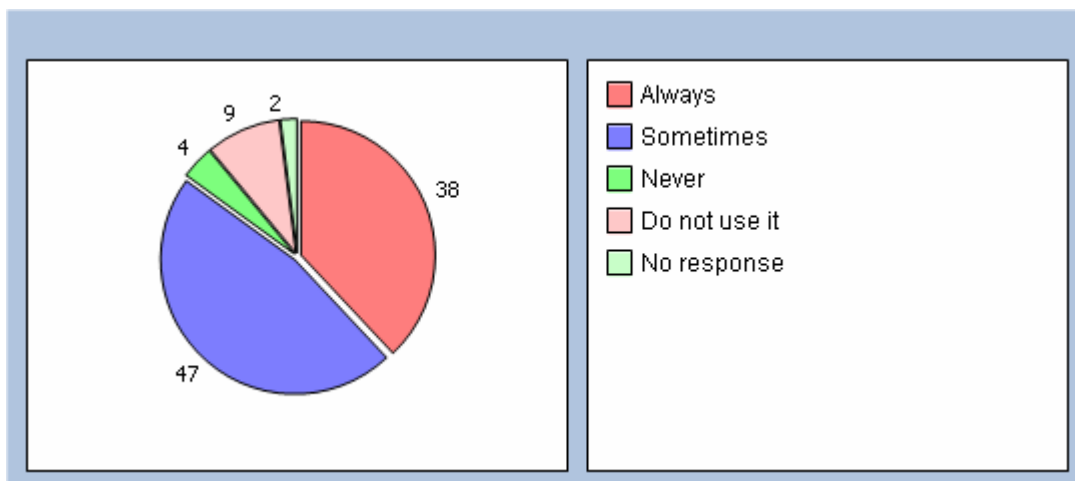
Q5: How well do you know which days of the week your GP is available?

Very well 7%
 Quite well 16%
 Not very well 28%
 Not at all 47%
 No response 2%



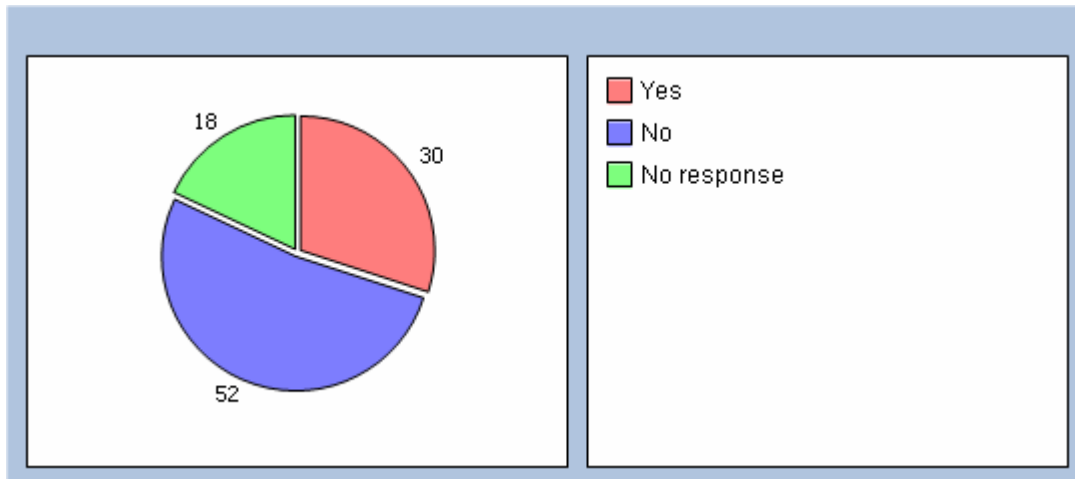
Q6: Do you find our automated system easy to use?

Always 38%
 Sometimes 47%
 Never 4%
 Do not use it 9%
 No response 2%



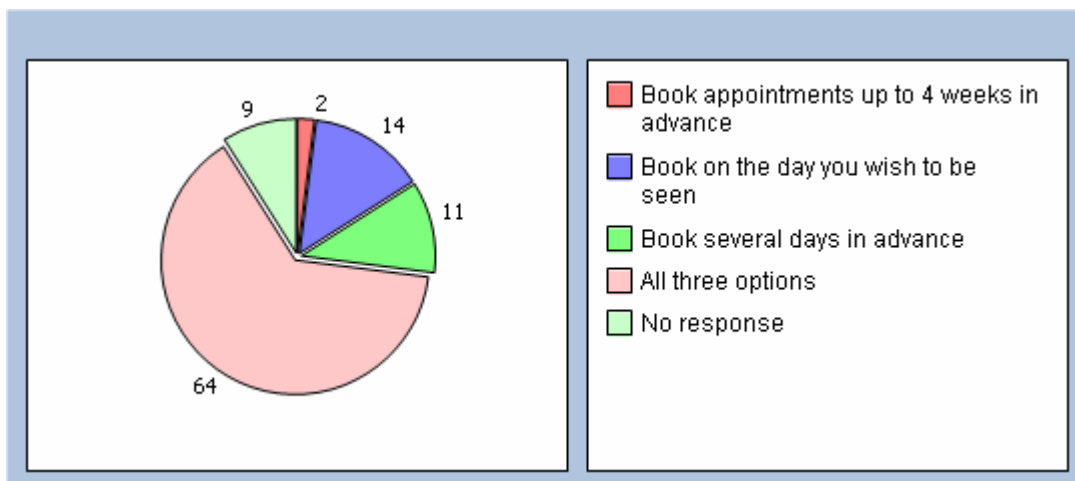
Q7: If you use the automated system, do you feel that it has an appropriate selection of appointments available?

Yes 30%
 No 52%
 No response 18%



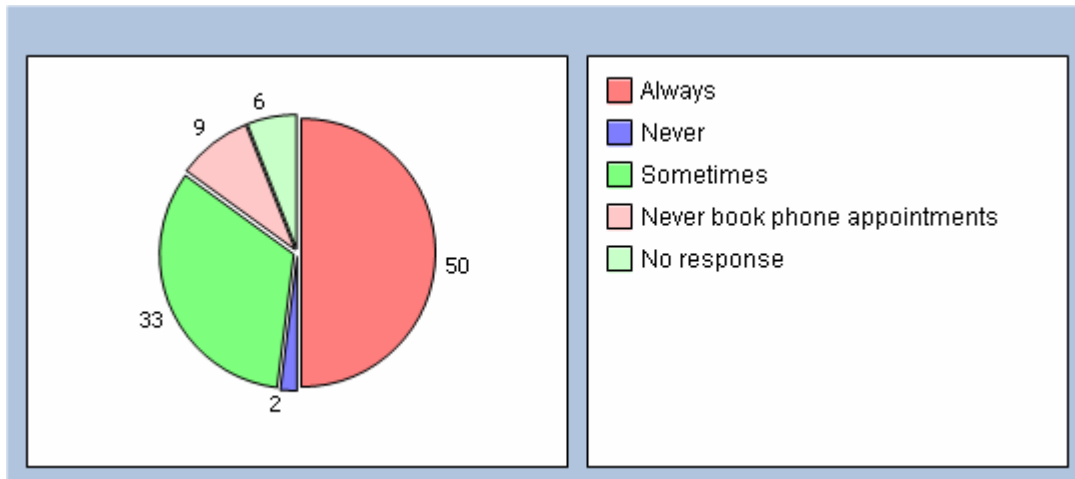
Q8: Would you prefer to be able to:

- Book appointments up to 4 weeks in advance 2%
- Book on the day you wish to be seen 14%
- Book several days in advance 11%
- All three options 64%
- No response 9%



Q9: Have you found it easy to book telephone consultations with a doctor?

- Always 50%
- Never 2%
- Sometimes 33%
- Never book phone appointments 9%
- No response 6%



Please add any helpful comments regarding our appointment system:

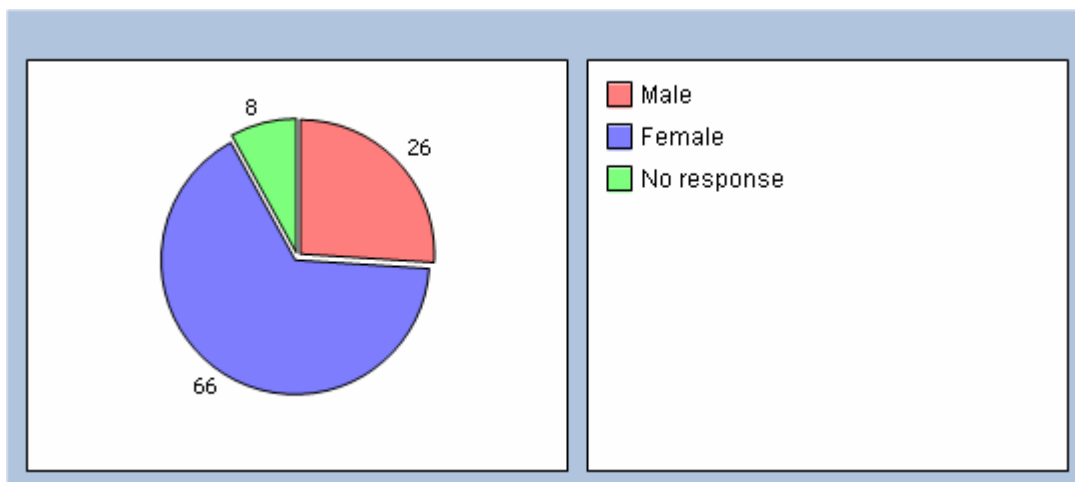
To help us analyse your answers please tell us a few things about yourself:

Are you male or female?

Male 26%

Female 66%

No response 8%



What age are you?

Under 16 0%

17 - 24 4%

25 - 34 4%

35 - 44 4%

45 - 54 16%

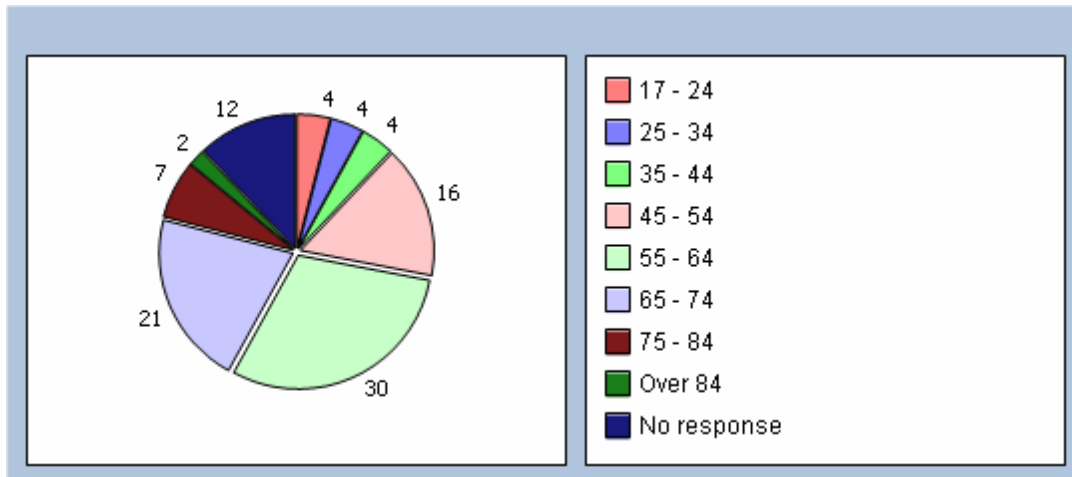
55 - 64 30%

65 - 74 21%

75 - 84 7%

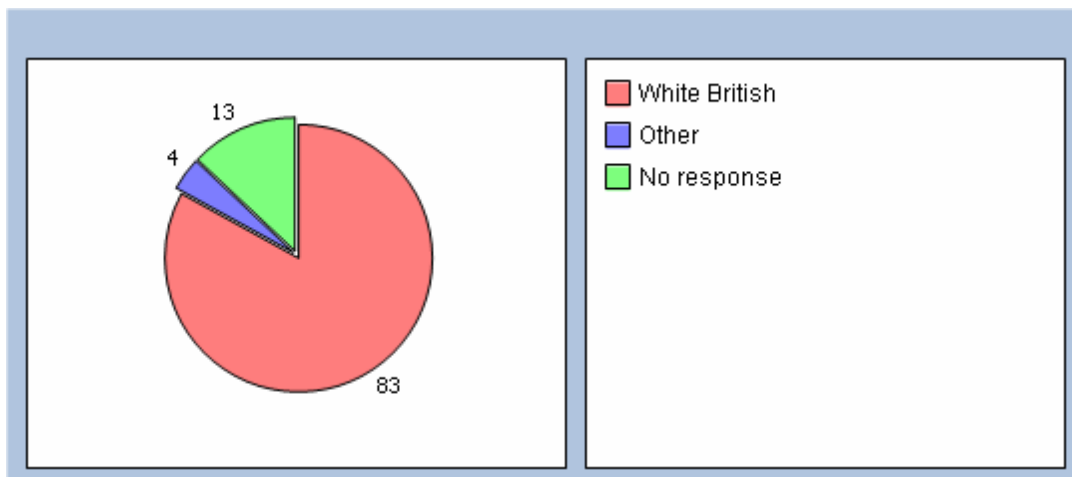
Over 84 2%

No response 12%



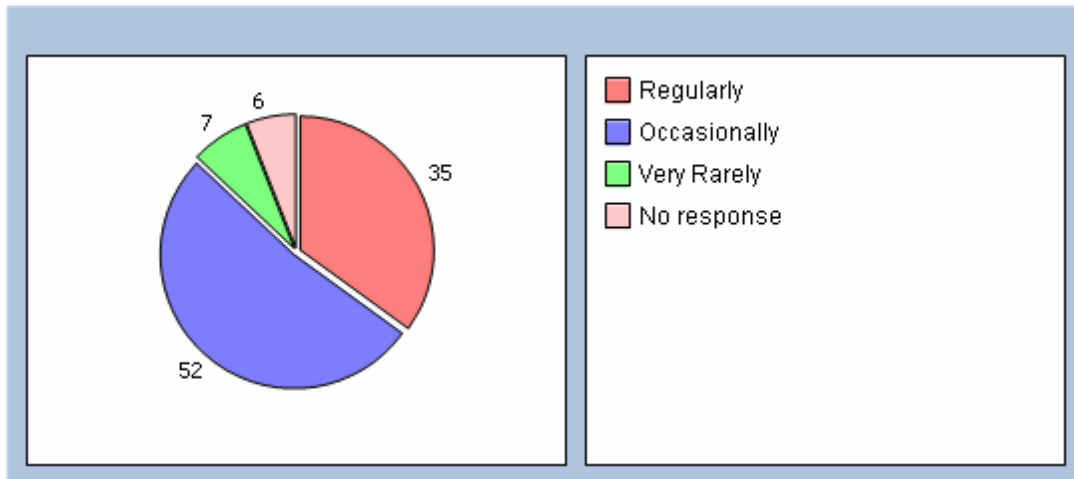
What is the ethnic background with which you most identify?

- White British 83%**
- White Irish 0%**
- Mixed White & Black Caribbean 0%**
- Mixed White & Black African 0%**
- Mixed White & Black Asian 0%**
- Indian 0%**
- Pakistani 0%**
- Bangladeshi 0%**
- Black Caribbean 0%**
- Black African 0%**
- Chinese 0%**
- Other 4%**
- No response 13%**



How would you describe how often you come to the practice?

- Regularly 35%**
- Occasionally 52%**
- Very Rarely 7%**
- No response 6%**



Many thanks for your time in answering the questions on this survey.