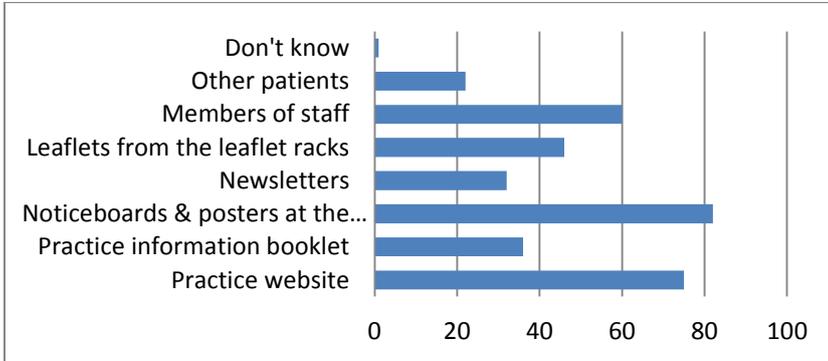


**Cannington Health Centre Patient Participation Group  
2013/14 Patient survey**

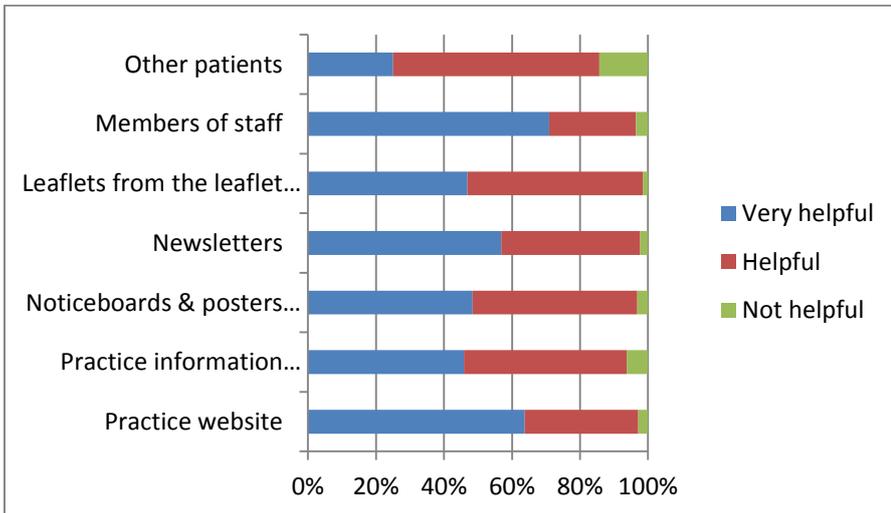
Thank you to everyone who completed the Patient Participation Group's questionnaire. We had 122 responses including 44 on line and almost twice as many women responded as men. Here are the results and our action plan.

**Q1 Where would you get information about the health centre and our services?**



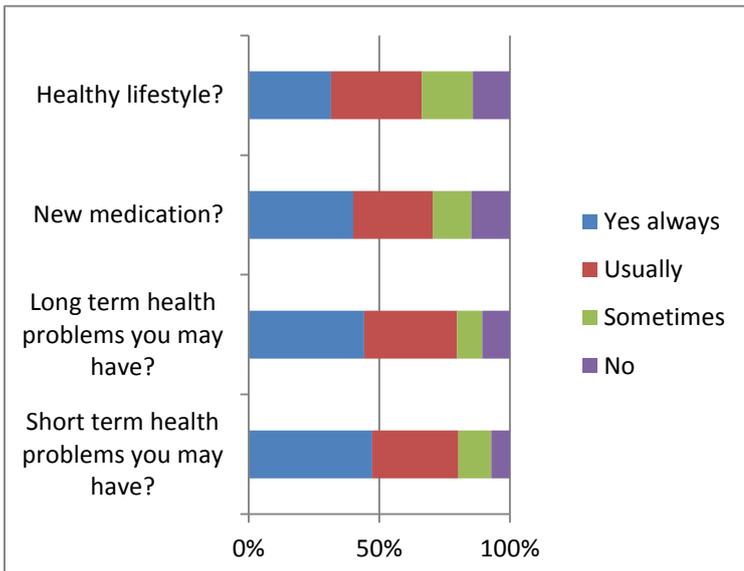
Because the survey was distributed chiefly to people visiting the health centre, there may be a bias towards sources of information actually available at the health centre

**Q2 How helpful have you found the different sources of information?**



Notice boards and the website are the two sources of information most likely to be used. Although the majority of respondents found them at least helpful, there is room for improvement. Members of staff were rated very helpful by over 70% of respondents.

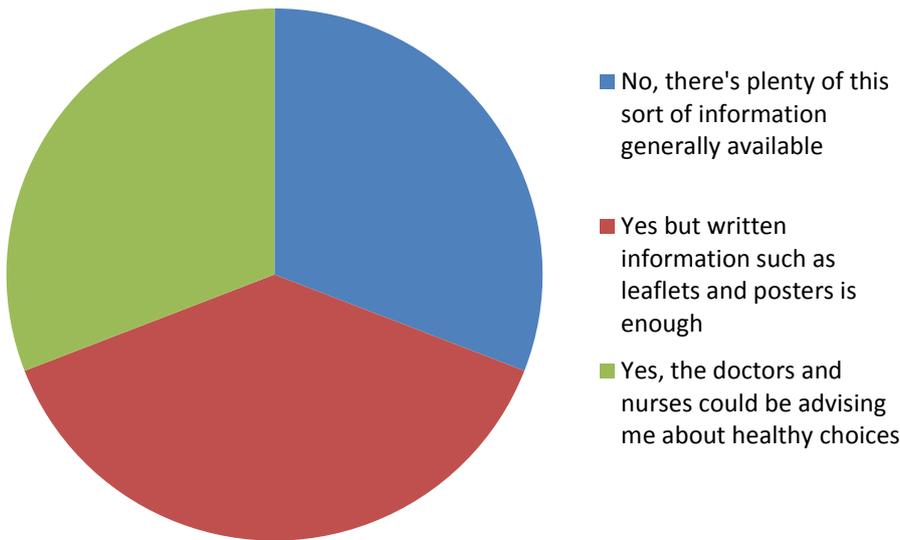
**Q3 Do you receive enough information from the practice about:**



Doctors and nurses do not always give out information about a healthy lifestyle because consultation time is limited and there is plenty of information available to patients elsewhere. Patient attitudes to information are explored in Q4.

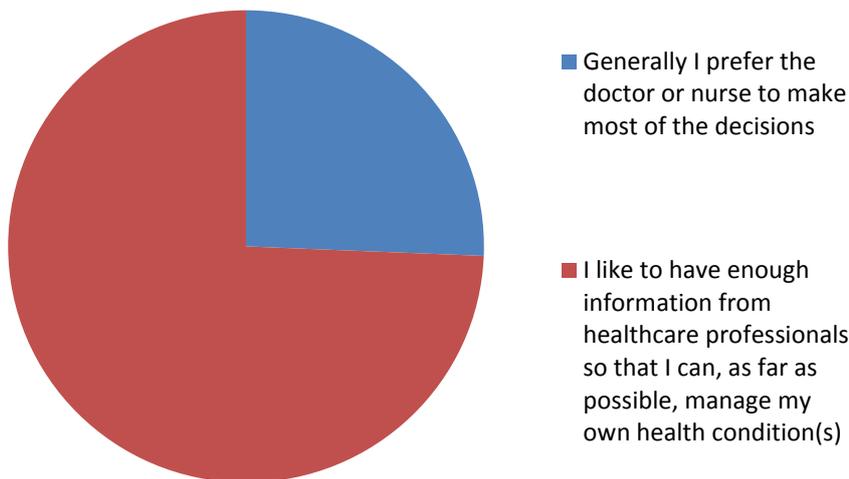
We know that doctors and nurses always try to give patients the information they need. The results suggest there may be a gap between the amount of information clinicians think they are giving about new medication and health problems and the amount that patients feel they receive.

**Q4 Do you think the practice should be providing information about lifestyle choices (diet, smoking exercise etc.) to help you stay healthy for longer?**



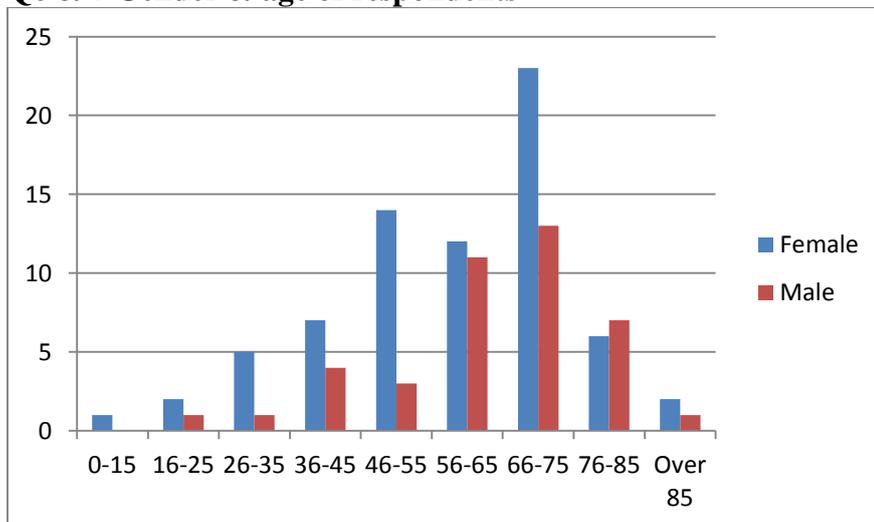
This almost exactly even split is a reminder that each person needs to be considered as an individual when it comes to their information needs and preferences. We need to find a way to meet individual needs.

**Q5 If you have a long term health problem(s), what is your attitude to looking after your particular health problem(s)?**

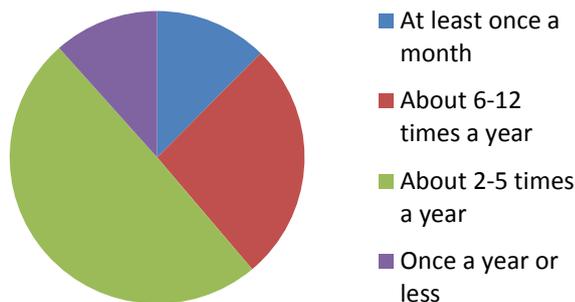


The emphasis in medical care is shifting to encouraging patients to take more responsibility for managing their long term health conditions. This result confirms that the majority of people are prepared to do this provided they are equipped with the right information.

**Q6 & 7 Gender & age of respondents**



**Q8 Roughly how often do you have an appointment at the health centre?**



This question was asked to ensure the replies came from a cross section of people who use the health centre. The result is much as would be expected based on practice knowledge of patient attendance rates.

**Q9 Do you have a disability such as poor hearing or poor eyesight that makes getting information more difficult for you?**

Only 4 patients stated that they had a difficulty and it was poor hearing in every case. However it is unlikely that people with poor vision or literacy difficulties would be completing a written survey.

**Patient comments**

Patients were invited to add comments to their replies and we received over 70 comments and suggestions. The comments were extremely varied and it was difficult to pick out recurring themes that could feed into the action plan. The table below shows comments that we were able to group together as having a common theme and the number of people who made those comments.

	No. of people
Praising the practice generally	5
Would like more information	4
Received enough information	4
Thought receiving information from doctors and nurses was the most effective route	4
If the doctor or nurse is running late, patients should be kept more informed	2
Wanted reminders when various health checks were due	2
Didn't know about the practice newsletter	2
Had problems sometimes with the receptionists	2
Commented that the practice booklet is useful when patients join the surgery but gets out of date	2
Noticeboards could be better organised	2
Quality of information from staff can vary	2
Wanted more use of email	2

**PPG action plan**

The PPG chose the topic of information because we wanted to explore

- how patients obtained information about the practice and their own health
- whether they were satisfied with the quantity and quality of that information
- patient attitudes to managing their own health problems

The action plan produced by the PPG concentrates on improvements relating to these aspects of the survey but we will continue to discuss individual comments with the practice.

## Action plan

Patients said	Practice says	PPG plan	By when
<p>We use the noticeboards as a primary source of information.</p> <p>They are generally helpful but there is room for improvement</p> <p>Practice staff are a valuable source of information but it is variable</p>	<p>We know that our noticeboards are not as well maintained as they could be.</p> <p>We are also conscious that many people seldom come into the surgery and so would not see the noticeboards</p> <p>We will feed this back to staff. Inevitably some staff know more than others but we do try to share knowledge and keep staff updated</p>	<p>Reorganise the notice boards to improve their usefulness Group member to assist practice with displays</p> <p>Plasma screen in waiting room would improve provision for waiting patients</p> <p>Publicise the website more to improve access to information for people who do not often come into the health centre PPG members to feedback to practice if they become aware of instances when practice staff could have been more informative</p>	<p>Start by 31.3.14</p> <p>30.9.14</p> <p>Start by 31.3.14</p> <p>Ongoing</p>
<p>The practice booklet is helpful when we join the practice but soon becomes out of date and unreliable</p>	<p>We do keep the booklet up to date but only new patients receive the current version It would be too expensive to reissue the booklet to every patient but we could make copies of the current version more available</p>	<p>Place a copy of the current practice leaflet in the leaflet rack so patients can take an updated copy Develop the website so that it becomes a comprehensive and user friendly source of information Start with the PPG pages Major revision of the site Improve on line access for prescription ordering and other services after the clinical system has been upgraded in October 2014</p>	<p>1.5.14</p> <p>31.5.14</p> <p>30.9.14</p> <p>31.12.14</p>
<p>We weren't aware of some sources of information such as the website and the newsletter or of some practice services such as online repeat prescription ordering</p>	<p>Even when we think information is 'out there', it is hard to make sure that it actually gets through to people. It is particularly hard to reach those people who seldom come to the surgery. Patients who have signed up for our online patient group have commented that this provides them with useful information</p>	<p>In addition to the above actions, PPG members will</p> <ul style="list-style-type: none"> <li>assist in the production and distribution of the newsletter</li> <li>continue to recruit patients to the on line group</li> </ul>	<p>Start with next newsletter i.e. by 31.3.14</p> <p>On going</p>
<p>Although the majority of patients feel they get enough information from doctors and nurses, a significant minority feel they do not, especially about healthy lifestyle choices</p>	<p>There is no doubt that being well informed improves health outcomes (provided patients act on that information).</p> <p>It can be difficult to meet every patient's needs within a 10 minutes consultation and there is only very limited capacity for longer consultations.</p> <p>There may be a gap between what a doctor or nurse thinks they have provided and what the patients feel they have received. Periodically the practice runs surveys for each doctor and nurse which includes questions about communication skills. These surveys have not brought to light any worrying shortfalls but that does not mean to say that there aren't any from time to time.</p>	<p>Assist the practice manager and clinicians to produce a patient leaflet to help patients get the most out of their consultations.</p> <p>Pilot the leaflet and assess its usefulness</p> <p>If useful, launch the leaflet</p>	<p>30.6.14</p> <p>30.9.14</p> <p>1.10.14</p>
<p>We would like more online access and ability to email the practice</p>	<p>We do already offer on line repeat prescription ordering but would like to improve the system and perhaps expand to on line appointment booking. We are upgrading our medical computer system in October so we could consider this again after the upgrade From 1.4.14 as part of the core contract for GPs, practices will be required to improve online access. We know that there is a demand for more email access to the practice but at present we are not set up to manage the significant medico-legal, workload and confidentiality issues involved</p>	<p>Continue to raise this issue with the practice periodically as an agenda item at PPG meetings to ensure that some progress is made</p>	<p>Agenda item for September meeting</p>
		<p>For the next survey, PPG members will assist with collecting responses directly from patients which should improve uptake and also provide responses from people with poor vision or who are unable to read</p>	<p>Next survey period</p>