

PATIENT PARTICIPATION GROUP REPORT – JANUARY 2020

About the Practice

Narborough Road Surgery is located at 193 Narborough Road, Leicester. Patient population is around 2200 patients. This population can be broken down in the following age group.

Age 0-65	1926
Age 66-75	157
76 +	114

The practice is open for core hours between 8am – 6.30pm Monday to Friday, except for Thursday as the practice only opens until 1pm. Additionally, the practice is open for extended hours between 6.30pm to 7.00pm on Monday and Friday. Although the practice operates an Appointment System, emergency patients are seen on the same day, either during core hours or extended hours.

About the PPG Group

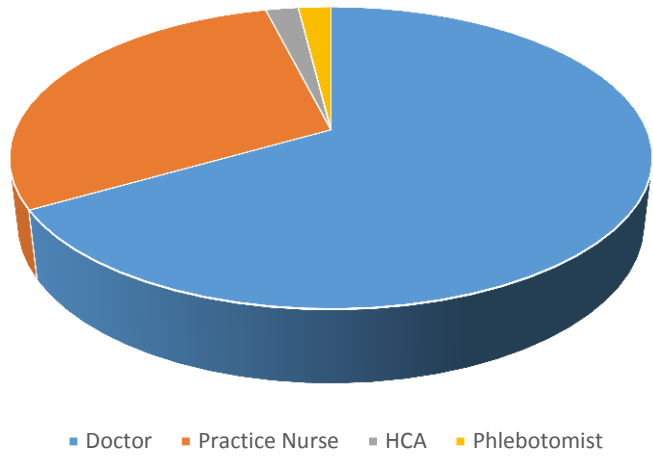
The Patient Participation Group (PPG) comprises of 7 members. The age range of the PPG is between 30-80 years. During the past year the practice and PPG have made an active attempt to recruit patients to the group within the 16-30 age range and from different ethnic backgrounds. The patients that were interested in joining the group unfortunately were not from the younger age group as we found they tend to be really busy and as such, reluctant to join. Further steps are being undertaken to involve this group of patients by way of word of mouth and advertisement on the Practice Notice Board. We hold PPG Practice meetings every 3 months.

About the Questionnaire

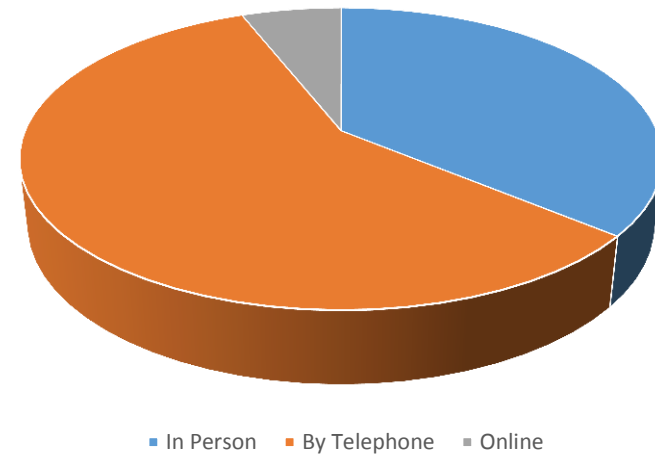
During January 2020 we asked patients visiting the practice to complete a Patient Satisfaction Questionnaire. A lot of thought and effort was given prior to the formation of the questionnaire and we involved the members of the PPG for ideas and suggestions about the appropriate questions to insert into the survey. It was suggested by PPG members that the survey should be simple and short to try and maximise completion. Paper copies were given to patients in the surgery's waiting room.

The questions in our survey were devised using suggestions and areas of interest to the practice which we wanted to receive feedback on. 50 questionnaires were completed in total. The results of this questionnaire will be made available on the practice's website once it has been signed off by PPG members.

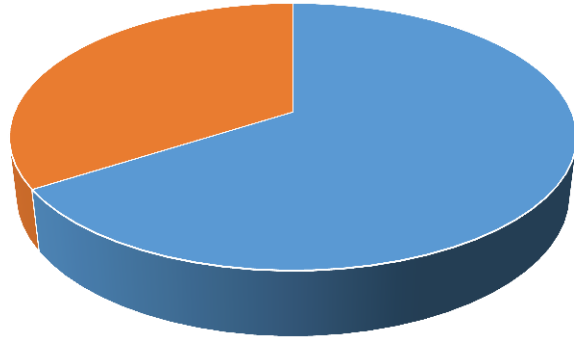
Are you being seen by:



How have you booked your appointment?

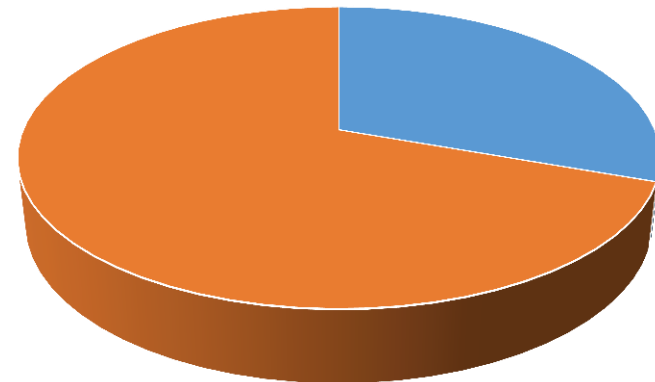


Have you nominated your pharmacy for an electronic prescription?



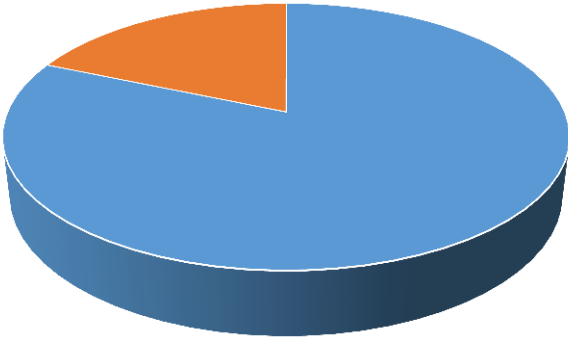
■ Yes ■ No

Have you ever used the surgery's website?



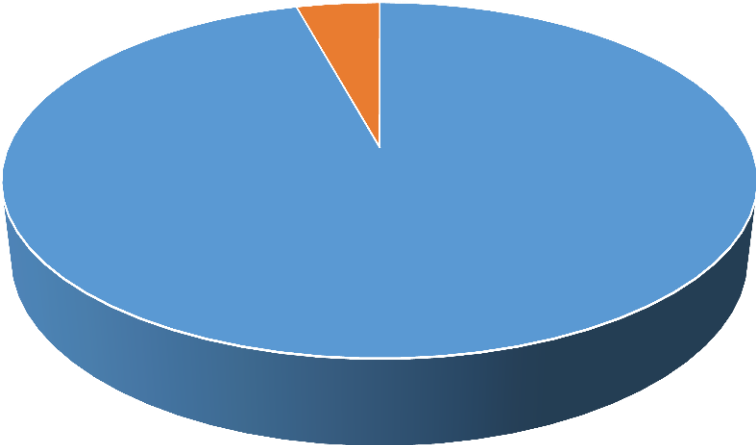
■ Yes ■ No

If you need to see the GP urgently, can you normally be seen on the same day?



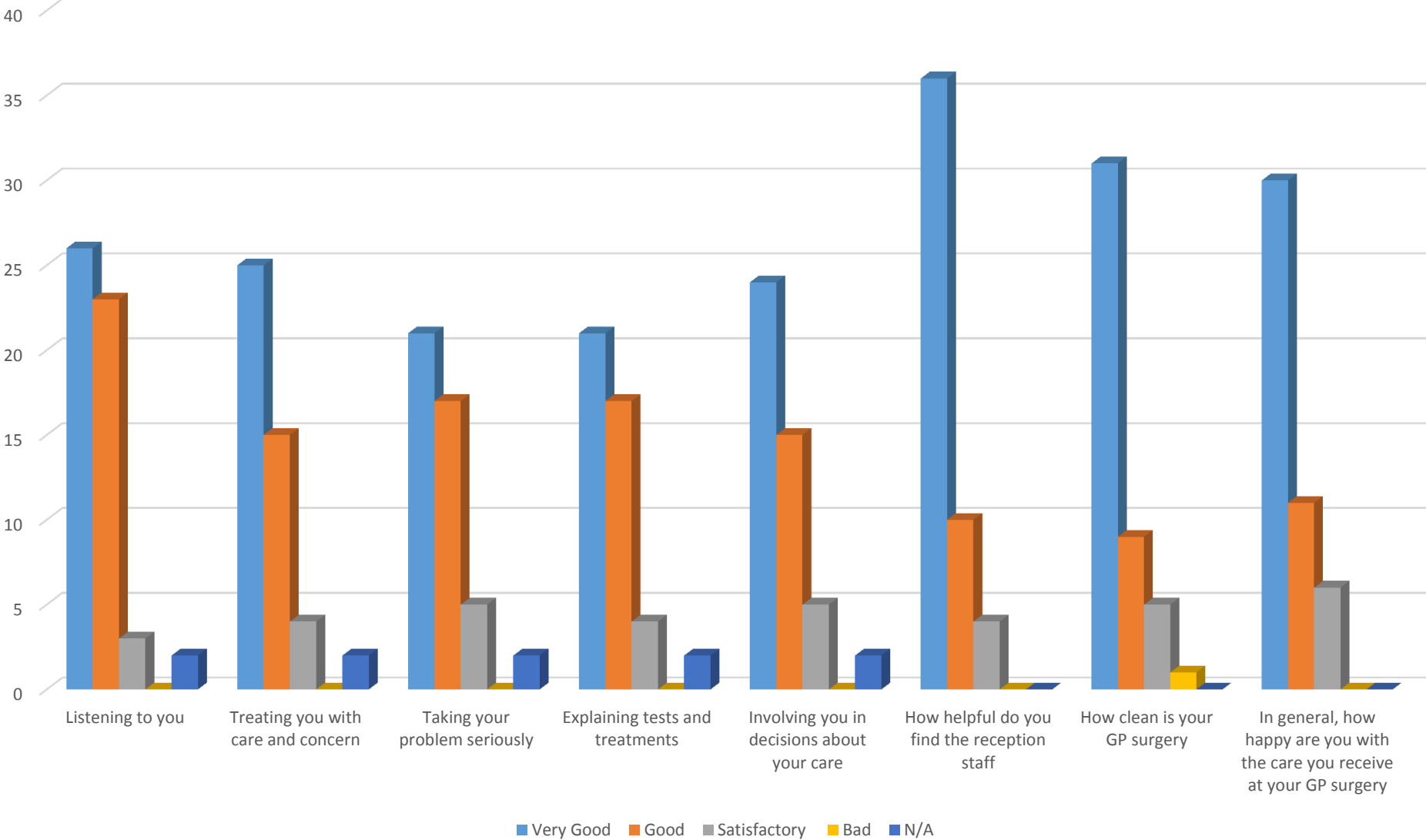
■ Yes ■ No

Overall, would you recommend your GP surgery to someone moving into your local area?



■ Yes ■ No

Think about the last time you saw your doctor at the surgery.



Summary of Survey

Having analysed the results of the survey, it is apparent that most of our patient's book appointments via telephone and the least favourable method of booking an appointment is online. We already encourage our patients to use our online services in order to book appointments as well as ordering repeat prescriptions. We will endeavour to put more emphasis on our online services. We have noticed almost 75% of patients participating in the survey have advised that they haven't ever used our surgery's website. We believe this may be because most of our patient's first language is not English and due to this, they may be hesitant in using our website. Our website does have the facility of changing the language to accommodate patients whose first language isn't English, but we may need to do more in order to notify our patients of this.

We are extremely pleased with the results from patients relating to urgently being seen on the same day by a doctor and recommending our surgery to others. More than 75% of the patients who completed the survey said they could normally be seen by our doctors on the same day, if an urgent appointment is required. More than 90% of patients said they'd recommend our surgery to others.

Looking at the feedback from when our patients last seen a doctor at our surgery, once again we are very happy with the results. The bar chart shows 'very good' was the highest selected option in every single question within this area of the survey. Both our doctors and staff members are multi-linguistic, which makes us stand out from a lot of other practices and enables us to connect more easily with our patients.

Overall, we've had very positive feedback from the majority of our patients who undertook the survey and we hope to improve on the results in the years to come.

The results of the questionnaire will be discussed with the PPG members in our next meeting, to decide on what actions are needed if any, to ensure that any issues raised by patients are looked into and dealt with appropriately. We will also ask PPG members if they have any other questions they would like us to add into any future surveys.