

Kingswinford Medical Practice and High Oak Surgery

Outcome of Initial PPG Questionnaire

During the first two weeks of September we gave out a total of 200 questionnaires to patients at Kingswinford and 100 to patients at High Oak. The purpose of this was two-fold:

- to recruit more members to our existing joint PPG
- to identify any interest from patients who may wish to be involved in a virtual PPG.

To determine the level of interest we asked the following questions:

1. Do you think having a group of patients representing the practice population is a good idea?

Yes No Maybe

Comments:.....

2. Would you ever consider becoming a member of this panel?

Yes No Maybe

Comments:.....

..

3. If you would like to be a member but cannot commit the time during the evening, would you consider being a 'virtual' panel member and sending us comments and ideas electronically or by telephone?

YES - I would consider being a virtual panel member

NO - I would not consider being a virtual panel member

Name.....

Address.....

.....

Telephone number:

Home.....Mobile.....

Email address:.....

Kingswinford Responses:

Questionnaires given out	200
Questionnaires received back	85 (approx 42%)

Q1. Do you think having a group of patients representing the practice population is a good idea?

Yes = 65 No = 0 Maybe = 20

Q2. Would you ever consider becoming a member of this panel?

Yes = 6 No = 73 Maybe = 6

Q3. If you would like to be a member but cannot commit the time during the evening, would you consider being a 'virtual' panel member and sending us comments and ideas electronically or by telephone?

Yes = 5 No = 78 Maybe = 2

Any interested patients for both the PPG and the virtual group have been contacted by the Practice Manager and sent out minutes of the last meeting. New members have been given the dates of forthcoming meetings and the patients interested in the virtual panel will be contacted by the beginning of October.

Areas for Improvement

We also gave patients the opportunity to share views on various aspects of customer and clinical service and any other issues they would like to see in a wider questionnaire to help provide a better overview of where improvements needed to be made.

The responses seemed to be around access, opening hours, telephone and car parking but this gives us a starting point for our initial patient questionnaire.

The patient responses were around the following subjects:

1. Internet booking of appointments.
2. Issues regarding the number of locums currently being used at the Practice
3. Availability of appointments
4. Opening times – including more late nights and Saturdays
5. Length of time repeat prescription telephone line is open

6. Answering the telephone more promptly on occasions

The vast majority of staff had no criticism of the current service and no adverse comments but it was felt that the six topic areas above would form our next patient questionnaire.

High Oak Responses:

Questionnaires given out	100
Questionnaires received back	67 (67%) – a high response rate

Q1. Do you think having a group of patients representing the practice population is a good idea?

Yes = 48 No = 4 Maybe = 15

Q2. Would you ever consider becoming a member of this panel?

Yes = 4 No = 52 Maybe = 11

Q3. If you would like to be a member but cannot commit the time during the evening, would you consider being a 'virtual' panel member and sending us comments and ideas electronically or by telephone?

Yes = 11 No = 56 Maybe = 0

Any interested patients for both the PPG and the virtual group will be contacted by the Practice Manager and sent out minutes of the last meeting. They will be invited to attend the next joint meeting of both practices at Kingswinford on 19 October. Those interested in joining a virtual panel will be contacted by the Practice Manager by the middle of October.

Areas for Improvement

The majority of patients either had no ideas at all regarding areas of improvement or all had very positive comments about the current service. However there were a few comments made by more than one person:

1. Access and other comments about a walk in service.
2. Appointment availability for working patients
3. Better facilities

Conclusion

Comments from patients of both surgeries will be correlated into a new questionnaire for wide circulation. This will be given out during the first two weeks of October.