

PORTSLADE HEALTH CENTRE MEDICAL PRACTICE (PPG)

PATIENT PARTICIPATION GROUP ANNUAL SURVEY AND REPORT

Portslade Health Centre Medical Practice is a 6 Partner Practice based in the City of Brighton and Hove. There are approximately 12,300 patients registered at any one time and provides patients with a full range of primary care services. The Practice is open from 8am to 6.30pm and does not close for lunch. If patients are unwell outside of the Practice hours they phone the surgery and are told the number to call NHS 111. Our patients have also been able to access a 'pop-up' weekend clinic since December which is advertised within the surgery and on our answer phone message. It is anticipated that this service will cease at the end of March.

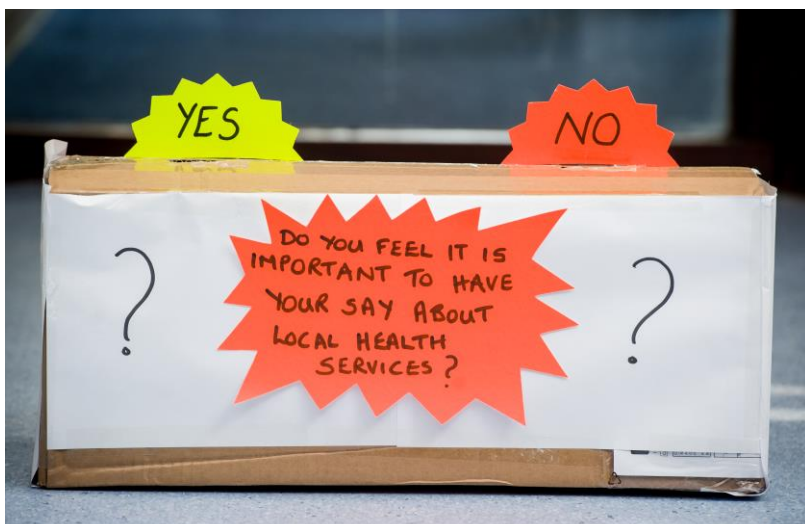
As part of a National Enhanced Service to improve communication between patients and Practice in an effort to provide an ever improving service, patients were invited to help us formulate a questionnaire for patients at the Practice. The various steps taken to find a group of patients, meetings held with them and how the action plan was agreed will be listed below.

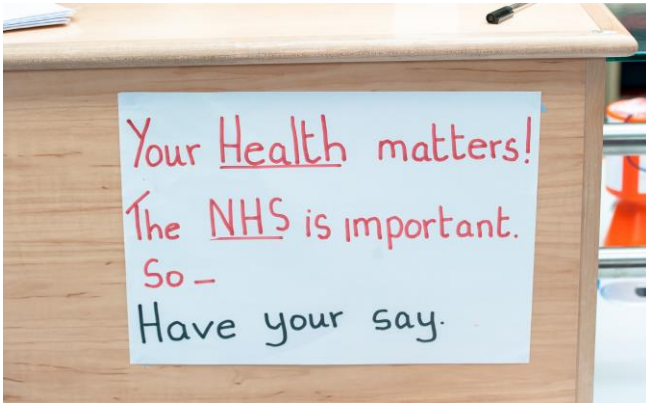
Having overcome a few problems the PPG has now grown and members are now taking responsibility for the survey questions as a whole and are also leading discussions at meetings. We have several members who are part of the PPG network working close with the Clinical Commissioning Group (CCG). This means our patients are well served and can be kept up to date with advances across the City.

Currently there are 28 full members, 3 virtual members and 3 patients who have expressed an interest in the group. We have been trying to recruit a younger member of the group and we now have a young patient who has signed up. Our group is predominantly made up of women but we do have a few active members who are men.

PPG members have worked hard this year to try and recruit new members. They helped out at the flu clinic mornings by serving tea and coffee whilst talking to patients about the PPG and how it is important for patients to have their views heard to help shape services for the City.

We have also had patients come to the surgery waiting room to talk to patients. During the Public Awareness Week we ran a survey asking patients whether or not they thought it was important for them to have their say about local health services. The overwhelming response was 'yes'. Photographs of the event are below:





During this week we managed to recruit a few more members and it got patients interested in what was going on. It is hoped that this kind of survey based on the 'Waitrose' model will be done again organised by our PPG.

The group is still concerned that the members are not fully representative of the practice population, but this is something that we will try and address in our action points.

Outcomes from Last Survey

The Practice has tried hard to address as many of the actions as possible. The telephone system which was new at the time of the last survey seems to be working very well. There have been some knock on effects of this as our patients are able to get through quicker our appointments are running out sooner. This also ties in with another issue from last year which was waiting times to see a Doctor for a routine appointment or waiting to see your preferred GP.

This year has been particularly difficult and we know that our patients are sometimes having to wait for a routine appointment. We are constantly looking at ways we can improve this and

one of the ways was to get our Nurses more involved in the care of patients with chronic disease. If you have diabetes, COPD or another chronic disease you will have noticed that your review would have been with one of our nurses this year. This has worked well and we will continue with this for the foreseeable future.

The information boards in the waiting room are still an issue. The Practice is trying to get an information screen put up but as we have restrictions from the Landlord as to what we can install it is taking a lot longer than first anticipated. However, this is very much something that the Practice would like to do and is supported by the PPG.

If you have been to the surgery recently you will have noticed that the music has changed. We are now playing classical music and so far the response has been good. There was a little blip with some of the music being a little austere and sometimes played at funerals, but we have listened to patient feedback and now the music is being well received.

We have also taken note that patients did not like the fabric chairs in consulting rooms and in the sub-waiting areas. These have now been changed for vinyl chairs which are fully washable and therefore hygienic. The chairs in the main waiting area are the responsibility of Sussex Community NHS Trust being the Landlords of the building and the Practice is in discussion with them as to whether they can cover them with vinyl.

Current Survey

This year the Patient Survey was looking at services available in the City and whether patients had used them and if so how they found the service to be. We also wanted to know whether patients were aware of pharmacy services and telephone advice within the Practice.

The results from this were interesting and showed that patients are not always aware of services offered. Our Receptionists reported that several patients had said that they weren't aware that they could phone 111 from their mobile phones for instance.

This shows us as a Practice that we need to ensure that information is up to date and is readily available for patients. Hopefully with the information screen in the waiting room, information will be clearly visible. We have also made improvements to the website and try to put any new information straight up on it.

There were a high percentage of our patients who were not aware of the emergency dentist; however, patients contacting NHS 111 should be signposted to this service out of hours.

It is clear that a high percentage of patients did not know about telephone advice from a Nurse and although to a lesser degree some did not know about telephone advice from a Doctor. Again this is something that we need to advertise more, although it is listed in the Practice booklet and on the website. The Information screen again will hopefully help with this.

The PPG also think that in order to engage with some younger members of the practice population it would be a good idea if we had a Facebook page and a twitter feed. This is something that the Practice would like to do and have a staff member who would like to take this on as one of their responsibilities.

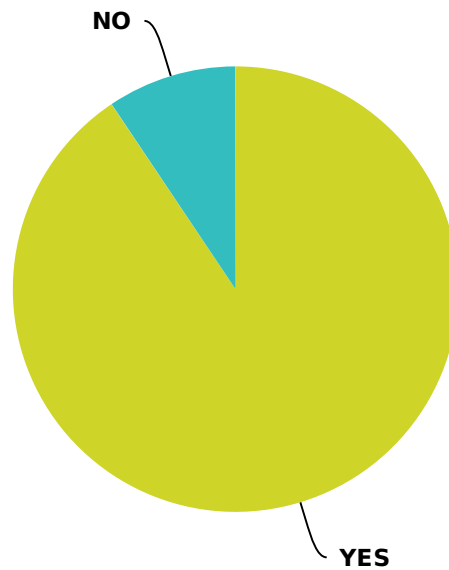
There were varying views on the NHS 111 system although it seems like they have overcome some of the 'teething' problems that were initially happening.

**PORTSLADE HEALTH CENTRE MEDICAL PRACTICE
ACTION PLAN FROM PATIENT QUESTIONNAIRE**

DEFINITION	PROPOSED ACTION(S)	TIMEFRAME
Information for Patients	<p>Patients need information more readily available so the Practice has pledged that they will install an Information Screen at the Practice in order for information to be more clearly displayed.</p> <p>Urgent care 'Z' cards to be made readily available in the waiting room for patients.</p>	Ongoing and dependent to overcoming restrictions imposed by the Landlord
Facebook and Twitter	The Practice will begin the process of making a Facebook page and a twitter feed available as another source of information for patients.	This process will begin at the end of March 2014
Increase Number of PPG Members	<p>The Practice will aid current PPG members in trying to get more patients to join.</p> <p>The Practice will help in arranging any events that the PPG would like to undertake.</p>	Ongoing
Surveys and Information Gathering	<p>Support the PPG in undertaking surveys as and when they need information from patients on services either in or outside of the Practice.</p> <p>Support the PPG to put forward ideas to the Partners from information gathered</p>	To start after April 2014

Q1 PHARMACIES give advice on medicines and treatments and will help with minor problems such as some rashes, bites, stings, coughs, colds and sore throats and will offer emergency contraception. Some pharmacies have extended hours eg Ashtons at 98 Dyke Road Tel: 01273 325020. Usual opening times are 9am - 10pm. Check before you go. Were you aware of the help pharmacies can give?

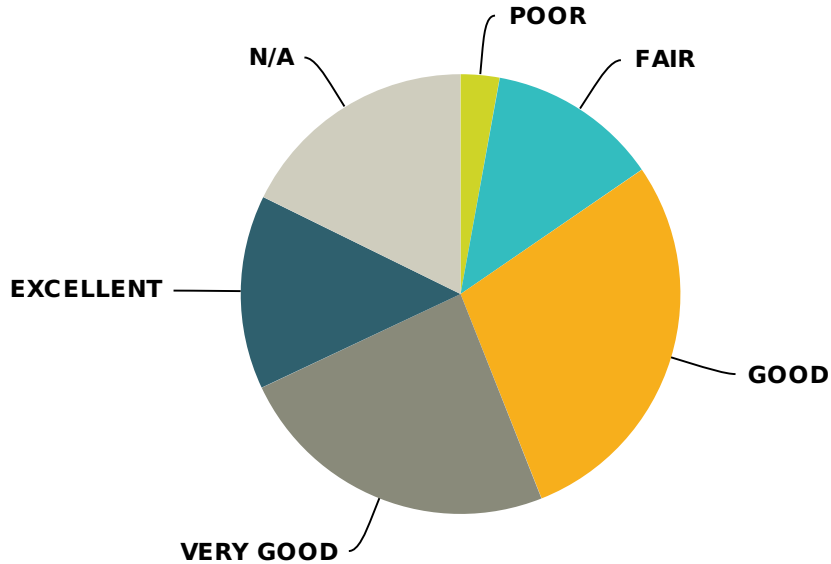
Answered: 181 Skipped: 0



Answer Choices	Responses	
YES	90.61%	164
NO	9.39%	17
Total		181

Q2 If you have received help or advice from a Pharmacist, please rate the help or advice you received using one of the choices below

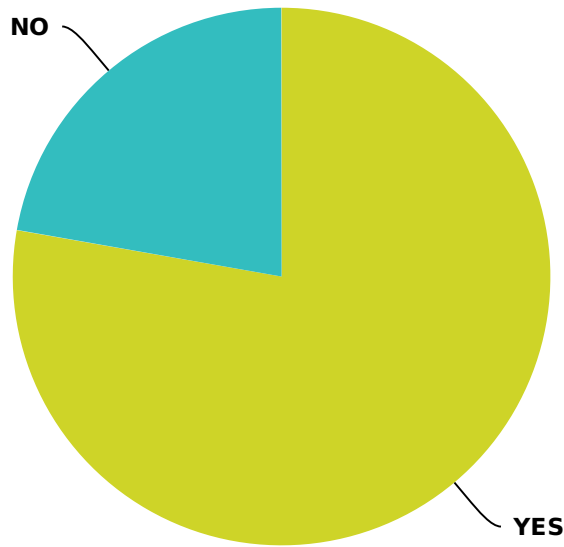
Answered: 175 Skipped: 6



Answer Choices	Responses
POOR	2.86% 5
FAIR	12.57% 22
GOOD	28.57% 50
VERY GOOD	24% 42
EXCELLENT	14.29% 25
N/A	17.71% 31
Total	175

Q3 NHS 111 is a telephone service which is free from landlines and most mobile phones. It gives advice on health issues and can make appointments with the Out of Hours GP services for when the surgery is closed. It will refer you on to Community services if they are required. Advice is also available about emergency treatment. Were you aware of NHS 111?

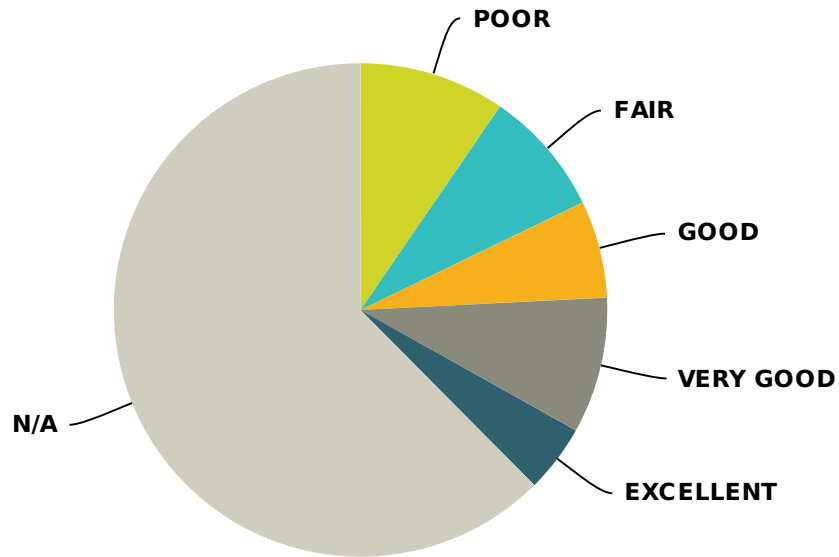
Answered: 180 Skipped: 1



Answer Choices	Responses	
YES	77.78%	140
NO	22.22%	40
Total		180

Q4 If you have used NHS 111 - how would you rate it using the choices below?

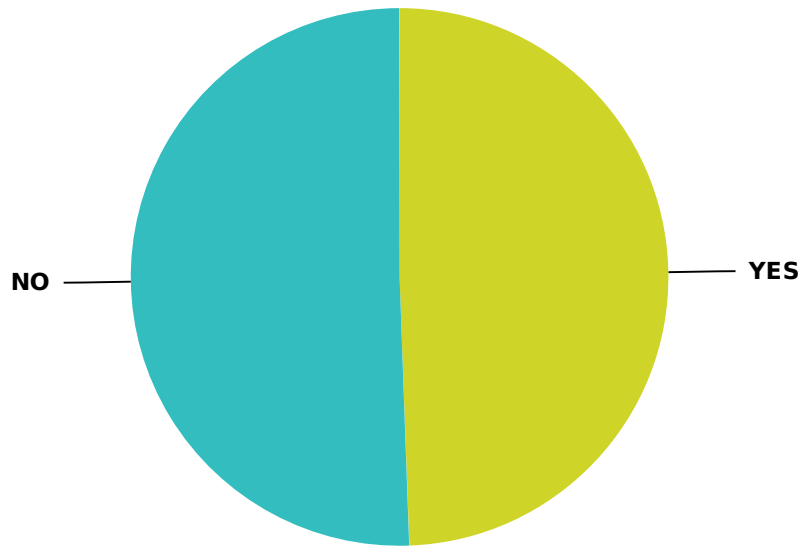
Answered: 157 Skipped: 24



Answer Choices	Responses	
POOR	9.55%	15
FAIR	8.28%	13
GOOD	6.37%	10
VERY GOOD	8.92%	14
EXCELLENT	4.46%	7
N/A	62.42%	98
Total		157

**Q5 GP's offer the next level of help and advice for more serious conditions and ongoing care and children are seen very quickly if there are real concerns. If you do not require a face to face appointment:
Were you aware of the possibility of telephone advice from a Practice Nurse?**

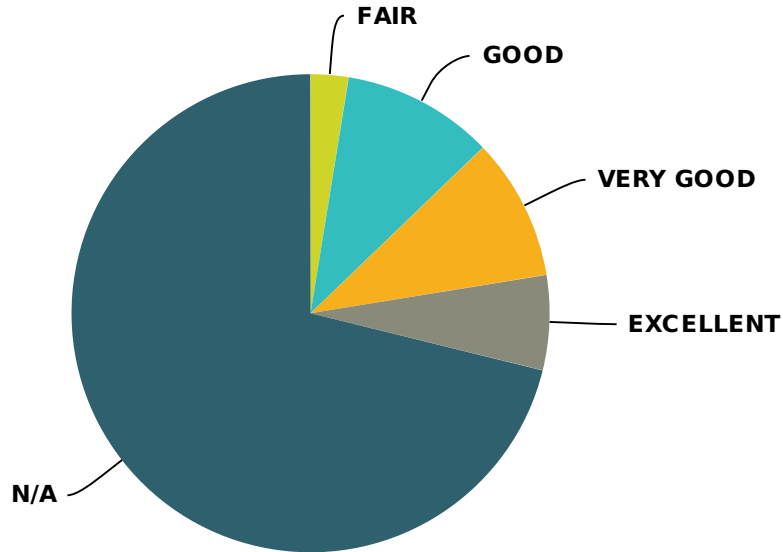
Answered: 178 Skipped: 3



Answer Choices	Responses	
YES	49.44%	88
NO	50.56%	90
Total		178

Q6 If you have received telephone advice from a Practice Nurse, please rate the help or advice you were given using the choices below.

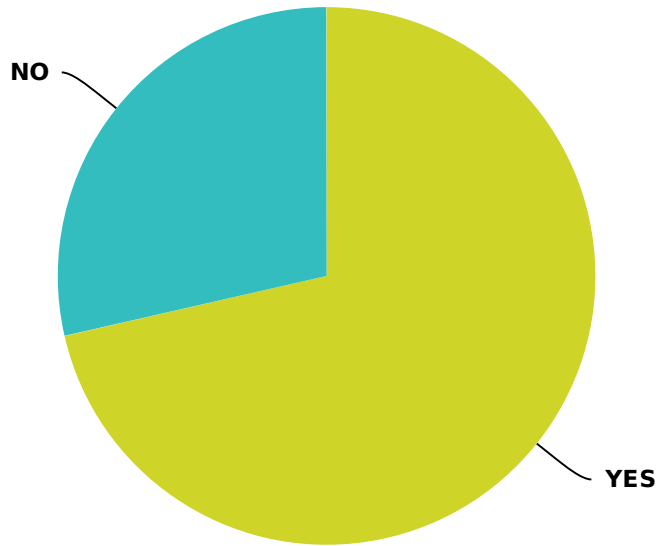
Answered: 156 Skipped: 25



Answer Choices	Responses	
POOR	0%	0
FAIR	2.56%	4
GOOD	10.26%	16
VERY GOOD	9.62%	15
EXCELLENT	6.41%	10
N/A	71.15%	111
Total		156

Q7 Were you aware of the possibility of telephone advice from a GP?

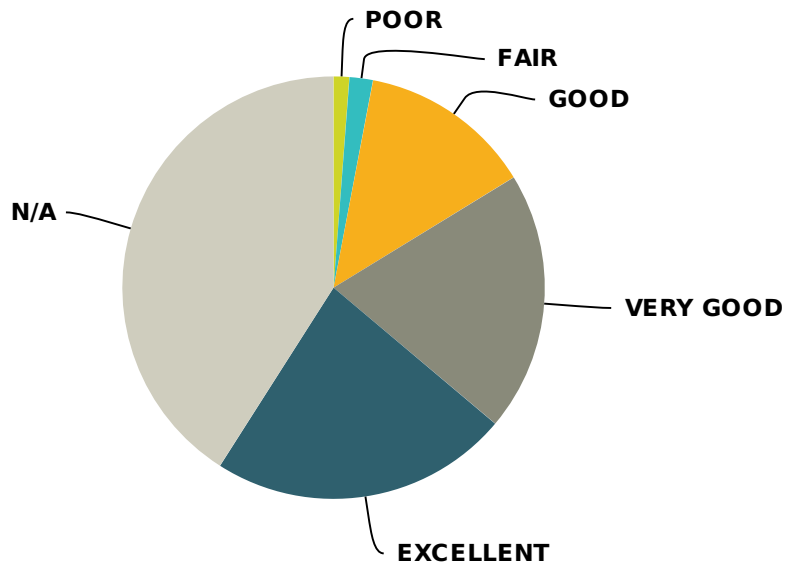
Answered: 175 Skipped: 6



Answer Choices	Responses	
YES	71.43%	125
NO	28.57%	50
Total		175

Q8 If you have received telephone advice from a GP, please rate the help or advice you received using the choices below

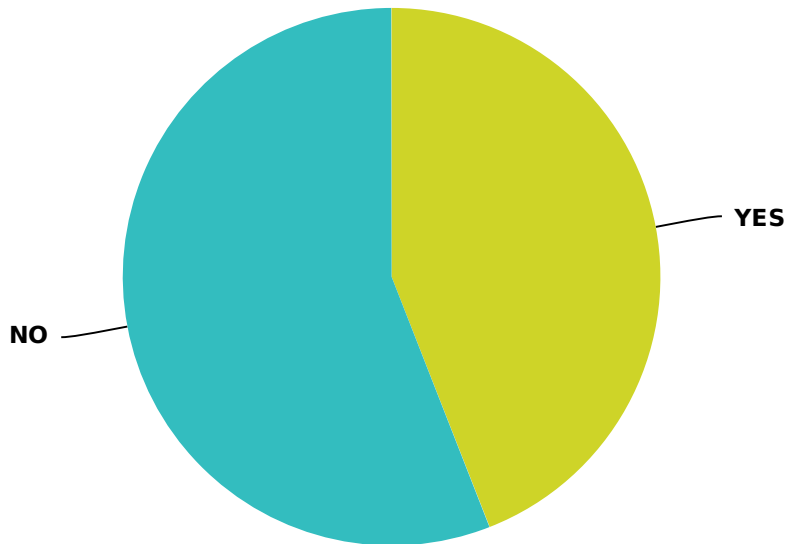
Answered: 166 Skipped: 15



Answer Choices	Responses
POOR	1.20% 2
FAIR	1.81% 3
GOOD	13.25% 22
VERY GOOD	19.88% 33
EXCELLENT	22.89% 38
N/A	40.96% 68
Total	166

Q9 The WALK-IN CENTRE at Brighton Station Health Centre in Queens Road is for people who are unable to see their own Doctor for any reason eg working late or being ill when your own surgery is closed. It is open from 8am until 8pm 365 days a year and no appointment is required. Were you aware of this facility?

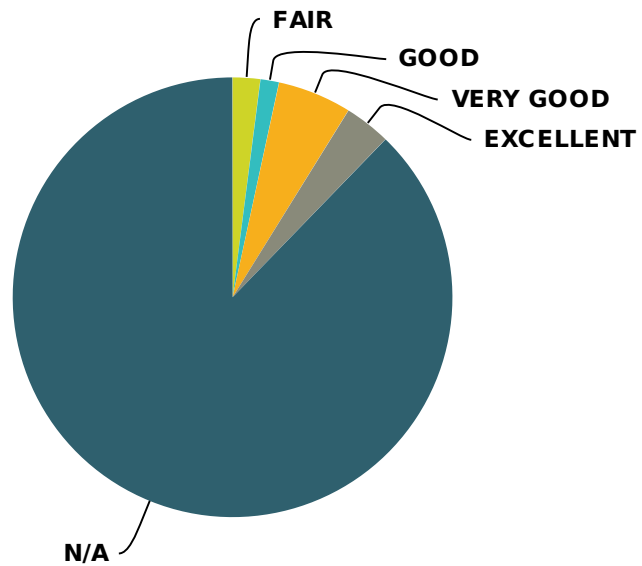
Answered: 177 Skipped: 4



Answer Choices	Responses	
YES	44.07%	78
NO	55.93%	99
Total		177

Q10 If you have used the WALK-IN CENTRE please rate your experience using the choices below

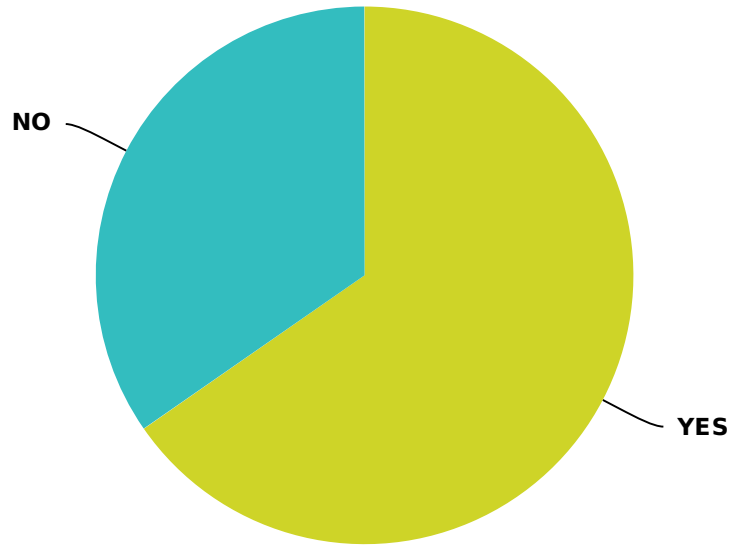
Answered: 147 Skipped: 34



Answer Choices	Responses	
POOR	0%	0
FAIR	2.04%	3
GOOD	1.36%	2
VERY GOOD	5.44%	8
EXCELLENT	3.40%	5
N/A	87.76%	129
Total		147

Q11 OUT OF HOURS GP SERVICES can be accessed via NHS 111 when the surgery is closed and appointments and telephone advice are available. Were you aware of this service?

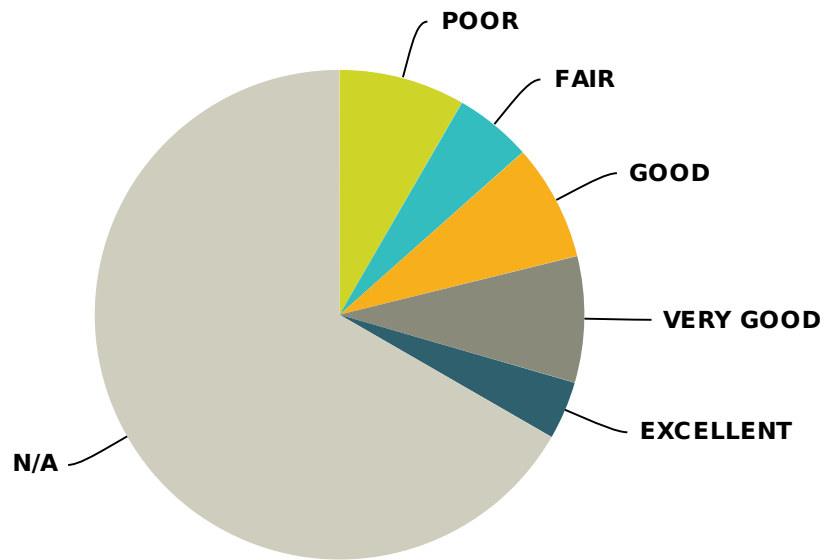
Answered: 176 Skipped: 5



Answer Choices	Responses	
YES	65.34%	115
NO	34.66%	61
Total		176

Q12 If you have used the OUT OF HOURS SERVICE please rate it using the choices below.

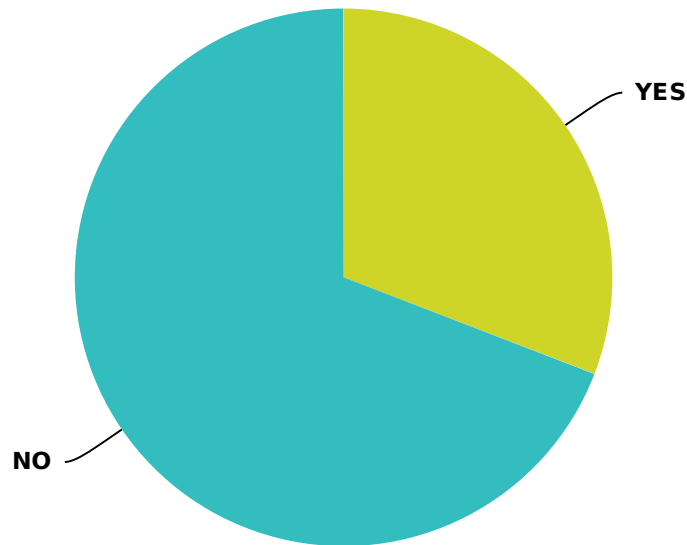
Answered: 156 Skipped: 25



Answer Choices	Responses	
POOR	8.33%	13
FAIR	5.13%	8
GOOD	7.69%	12
VERY GOOD	8.33%	13
EXCELLENT	3.85%	6
N/A	66.67%	104
Total		156

Q13 EMERGENCY DENTAL SERVICE is available for those who do not have a dentist or where an NHS dentist cannot help. The Dental Helpline on 0300 1000 899 will arrange an appointment with a local dentist. Outside of normaly working hours, the Emergency Dental Service will see patients where appropriate and it can be contacted on 0300 0242 548. Were you aware of this service?

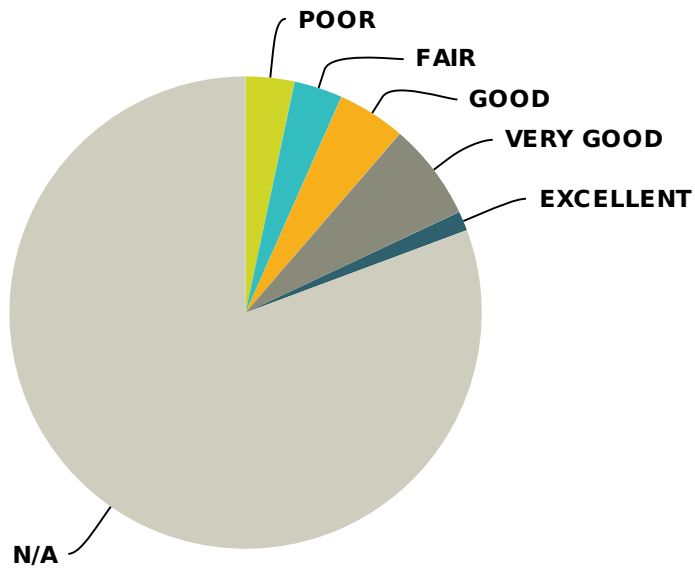
Answered: 175 Skipped: 6



Answer Choices	Responses	
YES	30.86%	54
NO	69.14%	121
Total		175

Q14 If you have used the EMERGENCY DENTAL SERVICE please rate it using the choices below

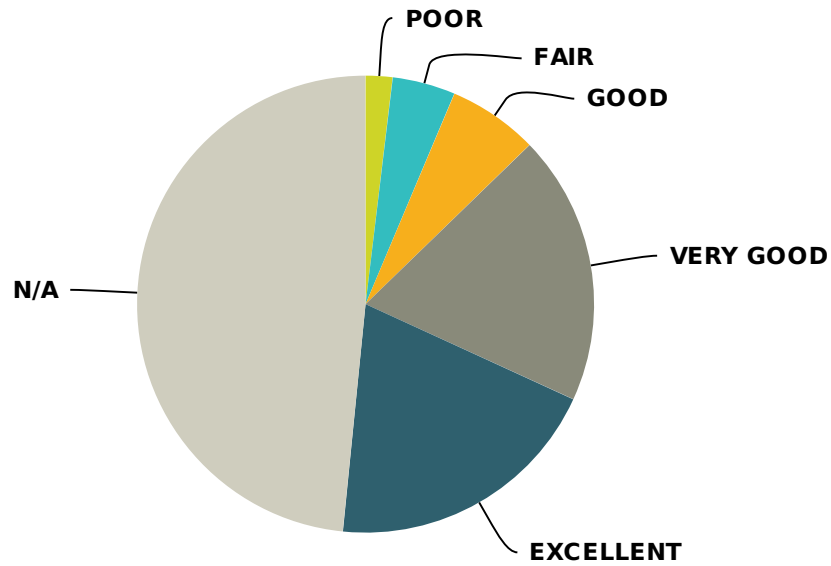
Answered: 150 Skipped: 31



Answer Choices	Responses	
POOR	3.33%	5
FAIR	3.33%	5
GOOD	4.67%	7
VERY GOOD	6.67%	10
EXCELLENT	1.33%	2
N/A	80.67%	121
Total		150

Q15 ACCIDENT AND EMERGENCY UNITS
are for the most serious cases eg
suspected heart attack or stroke, profuse
bleeding or suspected broken bones. You
may have used their services in the past
year, if so, please rate the service you
received using the choices below.

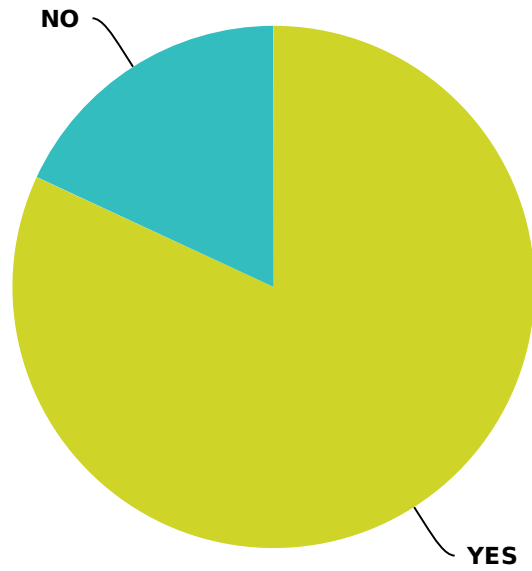
Answered: 157 Skipped: 24



Answer Choices	Responses	
POOR	1.91%	3
FAIR	4.46%	7
GOOD	6.37%	10
VERY GOOD	19.11%	30
EXCELLENT	19.75%	31
N/A	48.41%	76
Total		157

Q16 Did you really need the services of an ACCIDENT AND EMERGENCY UNIT?

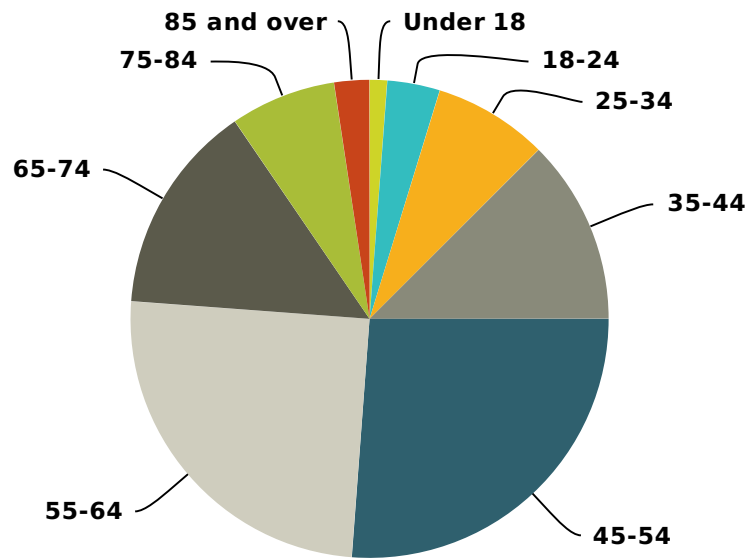
Answered: 94 Skipped: 87



Answer Choices	Responses	
YES	81.91%	77
NO	18.09%	17
Total		94

Q17 How old are you?

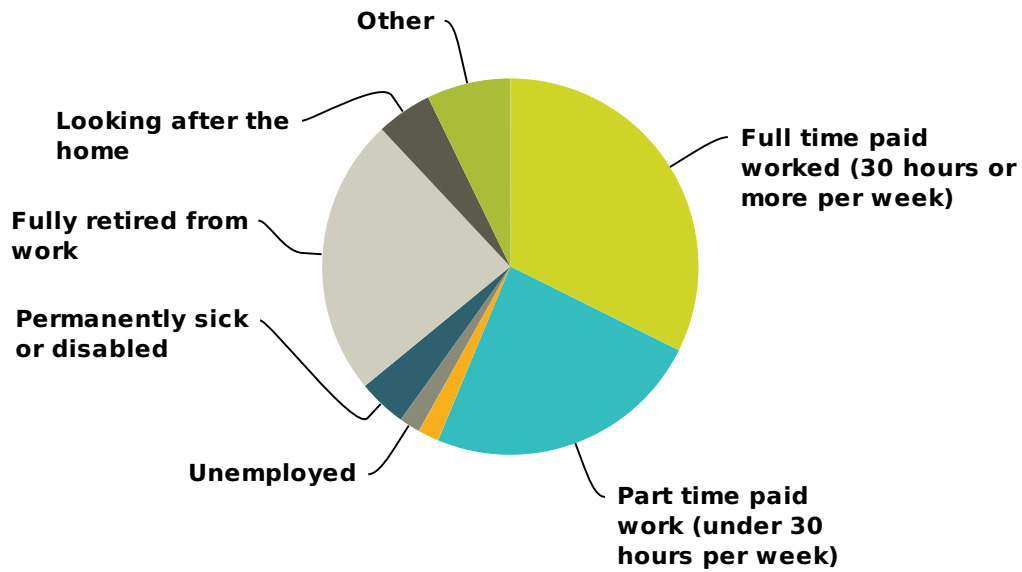
Answered: 168 Skipped: 13



Answer Choices	Responses	
Under 18	1.19%	2
18-24	3.57%	6
25-34	7.74%	13
35-44	12.50%	21
45-54	26.19%	44
55-64	25%	42
65-74	14.29%	24
75-84	7.14%	12
85 and over	2.38%	4
Total		168

Q18 Which of the choices below best describes your employment status?

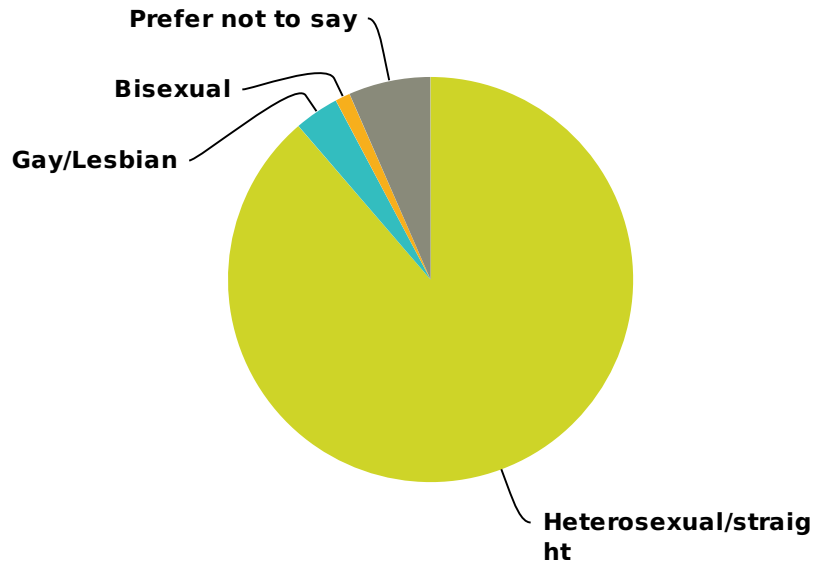
Answered: 167 Skipped: 14



Answer Choices	Responses	
Full time paid worked (30 hours or more per week)	32.34%	54
Part time paid work (under 30 hours per week)	23.95%	40
Full time education (school, college, university etc)	1.80%	3
Unemployed	1.80%	3
Permanently sick or disabled	4.19%	7
Fully retired from work	23.95%	40
Looking after the home	4.79%	8
Other	7.19%	12
Total		167

Q19 Which of the choices below best describes how you think of yourself?

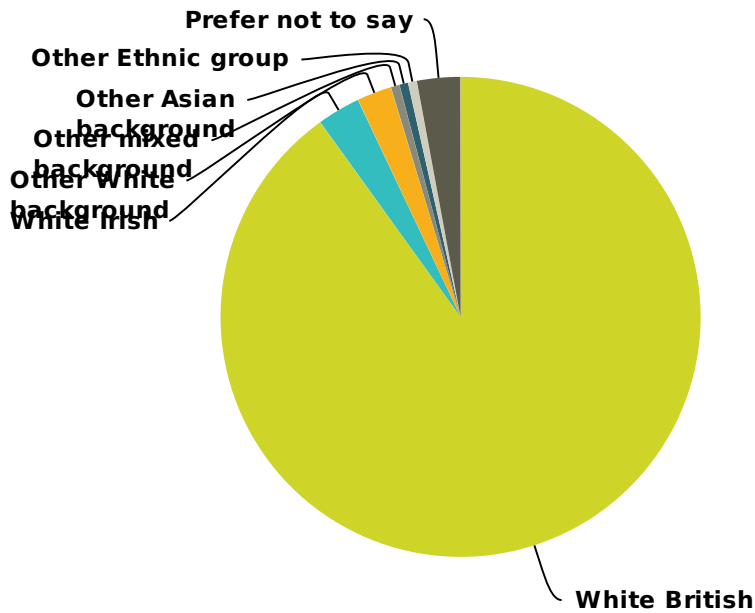
Answered: 168 Skipped: 13



Answer Choices	Responses	
Heterosexual/straight	88.69%	149
Gay/Lesbian	3.57%	6
Bisexual	1.19%	2
Other	0%	0
Prefer not to say	6.55%	11
Total		168

Q20 What is your ethnic group?

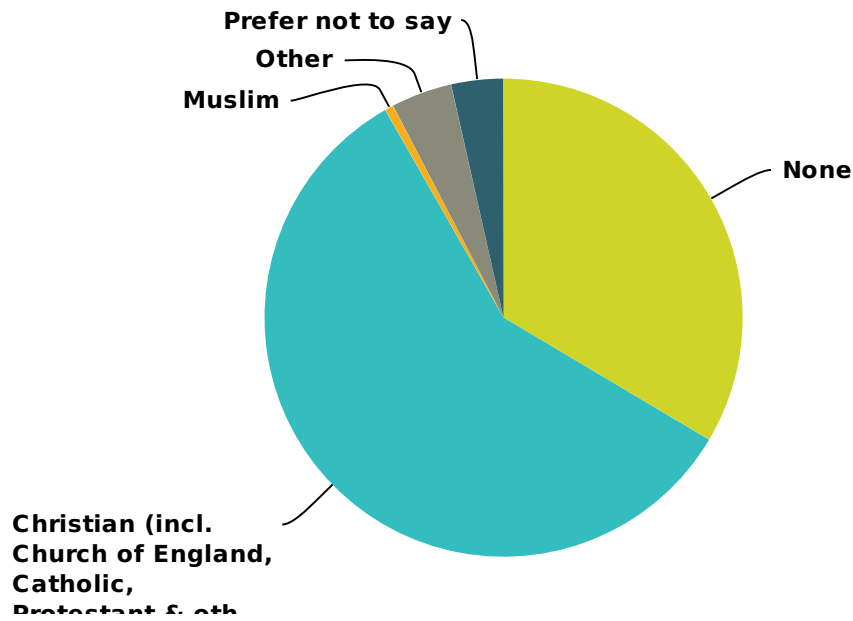
Answered: 171 Skipped: 10



Answer Choices	Responses	
White British	90.06%	154
White Irish	2.92%	5
Other White background	2.34%	4
White & Black Caibbean	0%	0
White & Black African	0%	0
White & Asian	0%	0
Other mixed background	0.58%	1
Indian	0%	0
Pakistani	0%	0
Bangladeshi	0%	0
Other Asian background	0.58%	1
Caribbean	0%	0
African	0%	0
Other Black background	0%	0
Chinese	0%	0
Other Asian group	0%	0
Other Ethnic group	0.58%	1
Prefer not to say	2.92%	5

Q21 Which from the list below best describes your religion?

Answered: 170 Skipped: 11



Answer Choices	Responses	
None	33.53%	57
Christian (incl. Church of England, Catholic, Protestant & other Christian Denominations)	58.24%	99
Hindu	0%	0
Jewish	0%	0
Muslim	0.59%	1
Sikh	0%	0
Other	4.12%	7
Prefer not to say	3.53%	6
Total		170

Q22 If you have a brief comment you would like to make about the Practice, please write it in the box below:

Answered: 71 Skipped: 110

#	Responses	Date
1	Practice - fine, Dial 111 & they just say go to A&E or telephone for an Ambulance	2/26/2014 2:21 AM
2	Appointments Not always easy to get a timely appointment to see a GP	2/21/2014 8:53 AM
3	Praise An excellent health centre very professionally run and with well trained staff	2/21/2014 3:19 AM
4	Appointments Reception Im on methotrexate & humira when I get an infection need to see somebody straight away, not have to wait 1 week for appointment, even though I explained my circumstances to receptionist	2/20/2014 1:10 AM
5	Absolute shite.	2/19/2014 1:22 PM
6	Nurses really unhappy with the health centre have had to go to a&e twice after being told there's nothing to worry about by GP, both times I required treatment and once an emergency op. Nurses at surgery brilliant but think GPs seem overworked :(Considering moving practice after 16 years.	2/19/2014 3:36 AM
7	I think the practice is very good. However, I have not yet been sent any information about Care.Data, which is why I have just been checking the website.	2/18/2014 11:32 AM
8	Appointments always found it easy to get appointment.	2/17/2014 3:02 PM
9	Praise The best practice I have ever been a patient of - excellent medical advice with lots of options in accessing healthcare.	2/17/2014 2:00 PM
10	Praise Excellent service	2/17/2014 2:29 AM
11	ON LINE SERVICE VERY HELPFULL AND EFFICIENT	2/15/2014 12:44 PM
12	Doctors I work in London and have to take time off work to visit a doctor A late night or Saturday surgery would be helpful	2/15/2014 12:56 AM
13	We have always found the practice to be very caring and efficient	2/14/2014 3:03 AM
14	Doctors Praise Excellent Doctors	2/12/2014 2:16 AM
15	Appointments Nurses I don't like the attitudes of some of the nurses. I avoid them as they are not very careful. I have regretted seeing the nurses and they have not helped me. Please can you prevent non-working people from using early am and late pm appointments.	2/11/2014 5:12 AM
16	Appointments Doctors Hard to make appointment with a particular doctor.	2/10/2014 1:08 PM
17	Great service can't fault it, thank you for looking after my Dad till he died last year and now looking after mum (Margaret Liston)	2/9/2014 10:45 AM
18	Praise I have always had an excellent service from my surgery, everyone is very polite and help full .	2/7/2014 2:44 AM
19	Praise all the staff are very friendly and helpful.	2/5/2014 8:07 AM
20	Appointments Praise Regarding 111. Called at 8am on a sunday. Had appointment 9.30am in fracture clinic and was home by 10am having had taken my first dose of prescription. excellent.	2/5/2014 7:44 AM
21	Appointments Sometimes to long a wait for an appointment	2/4/2014 7:27 AM
22	Appointments Doctors It would be great practise to build up patient/doctor relations but this will only happen if you allow patients to see the doctor they are registered with at the practice. Each time I go to the doctors I see a different doctor so how is a doctor supposed to build a 'picture' of his/here patients. Also the time it takes to see a doctor is not good - up to a week after you phone for an appointment. No wonder people end up using A&E.	2/4/2014 5:34 AM
23	Praise excellent	2/3/2014 8:29 AM

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24	Appointments Praise The practice has always been excellent although not easy to get an appointment in less than a week at least.	2/3/2014 7:28 AM
25	The Practice have always been very helpful to my family and I and have always listened to any problems I may have. The car park can be chaotic especially the disabled bays.	2/2/2014 5:31 AM
26	It is a great practice. All phone lines have improved too. Staff, both medical and non medical are helpful and professional.	1/30/2014 3:33 AM
27	Appointments Doctors Nurses I recently (within the last 3 months) tried to get an appointment with a doctor but was told none available for 2 weeks. At no time was I offered a telephone service with either a doctor or nurse - I would willingly have taken this option.	1/29/2014 12:59 PM
28	Very good service.	1/28/2014 8:07 AM
29	Good. Very helpful and pleasant.	1/27/2014 7:15 AM
30	Appointments Appointment waiting list is far too long!	1/27/2014 7:01 AM
31	Always very helpful.	1/27/2014 6:58 AM
32	Good and helpful.	1/27/2014 6:56 AM
33	Always receive a very good service.	1/27/2014 6:45 AM
34	Praise always great services and excellent help and support	1/24/2014 2:22 PM
35	Doctors Praise Reception Always receive excellent service from the doctors, and the receptionists are very helpful	1/24/2014 6:08 AM
36	Praise Always friendly and helpful.	1/23/2014 3:18 AM
37	Very satisfied with the very good service.	1/23/2014 3:11 AM
38	No complaints, Please keep our nhs.	1/23/2014 3:06 AM
39	Appointments Doctors Whilst I have never had a problem getting an emergency appointment, when i tried to get an appointment with my own doctor i was told there would be a 2/3 week wait. This was after an episode where i was admitted to hospital and was told by a consultant to see my doctor soon. This was a bit of a concern to me.	1/23/2014 3:01 AM
40	This is a very good practice.	1/23/2014 2:42 AM
41	Very Good.	1/23/2014 1:54 AM
42	Did not know could ring 111 from mobile phone.	1/23/2014 1:37 AM
43	Need to pick phone up more as sometimes it has been 20 minutes wait to talk to someone.	1/23/2014 1:35 AM
44	Appointments Doctors Nurses would be nice to make direct appointments with a nurse rather than doctor	1/21/2014 5:03 PM
45	Very helpful	1/21/2014 4:00 AM
46	Appointments Praise Excellent service, polite, caring prompt to act in an emergency. Will always give you same day appointment if it is urgent.	1/20/2014 8:05 AM
47	All round very good service.	1/20/2014 8:01 AM
48	Praise Excellent all round service, customer service on desk excellent.	1/20/2014 7:57 AM
49	Will not use ooh/111 due to very poor past experience.	1/20/2014 7:54 AM
50	Praise Excellent, but the pharmacist is not professional.	1/20/2014 7:43 AM
51	Reception Sometimes feel the receptionist want to know too much and sometimes wanting to discuss in full hearing of other patients, what about 'caldicott'. Dont like our names being used in full view of waiting area.	1/20/2014 7:41 AM
52	Doctors Always able to get in to see a doctor when needed too.	1/20/2014 7:35 AM
53	I have always had most satisfactory treatment for the past 43 years	1/20/2014 7:31 AM
54	Had problems getting an ambulance to come for my 90 year old mother. Was eventually rushed in during the night and kept in for over a week.	1/20/2014 7:24 AM

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55	Doctors Excellant treatment, doctors very caring.	1/20/2014 7:19 AM
56	Appointments Nurses why can't you book online appointments with nurses?	1/16/2014 12:06 PM
57	Best practice I have ever used	1/16/2014 8:14 AM
58	Very Good	1/14/2014 1:35 PM
59	I have had good service for what little I have needed	1/14/2014 6:59 AM
60	Very clean & tidy & Gp's seem to run mainly on time BUT very complicated system for getting called into GP's I never have any idea where Blue/Red/Green etc areas are.	1/13/2014 2:23 AM
61	The comment beneath implies all that I feel about the general feeling that you are made to feel like an inconvenience by some pharmacy staff. I mostly go to Boots in Boundary Road now. They make me welcome and are happy to have the business.	1/12/2014 2:41 PM
62	Appointments It can be hard to get an appointment if it is non-urgent but when one gets an appointment it is very good	1/12/2014 2:04 PM
63	Very happy with practice but open some weekend would be ideal.	1/12/2014 1:49 PM
64	Nurses Practice should give more info about what is the best service e.g whether you need a nurse or dr if you wake up with a sore throat or a slight temperature. Should be able to book "emergency" appts in afternoon for following morning or in morning for afternoon. This would greatly assist when something cannot wait 2 weeks but does not necessarily have to be immediate - this would greatly assist those who work, in particular working parents.	1/12/2014 12:30 PM
65	All the pepole are so friendly and helpfull	1/12/2014 2:22 AM
66	We used to moan when it took 2 days to see your GP, now it takes 2 weeks! No wonder people go to A&E	1/10/2014 10:48 AM
67	Reception One of your male receptionists is always very rude and unhelpful.	1/10/2014 9:28 AM
68	Always received very good and helpful service from you.	1/9/2014 12:35 PM
69	Doctors the doctors at this surgery are very old school they judge the patient on what they see this surgery needs some fresh ideas as it used to be a great surgery it isnt anymore reception staff short impatient + bossy attitude	1/9/2014 11:15 AM
70	would like to thank the practice for all they have done for me, and especially Dr Miners for her care and understanding really is appreciated thank you	1/9/2014 5:11 AM
71	evening surgery times would be good and saturday appointments	1/9/2014 2:05 AM