

Local Patient Participation Group Report 2013/2014

The Nidderdale Group Practice annual questionnaire has now been completed. The practice consulted with the virtual Patient Participation Group (vPPG) to ascertain the areas of focus for the survey.

The vPPG was formed in 2011 and is made up of 19 members: the diversity of the group is set out below:

Practice and vPPG Profile

Group	Range	Practice %	vPPG
Age	0-16	18.3	0
	17-24	7.5	0
	25-34	7.7	0
	35-44	11.9	1
	45-54	16.7	2
	55-64	14.5	7
	65-74	13.4	5
	75+	10	4
Gender	M	49.5	7
	F	50.5	12
Ethnicity	White British	83.7	18
	Other	8	1
	Ethnicity Unknown	8.3	0

All doctors are aware of the need to invite appropriate patients to join the PPG at appropriate times. We will continue to do this opportunistically, and if necessary consider writing out to patients depending on our progress.

Survey

We emailed the PRG with some suggestions which they approved. The survey reflected these suggestions. We wanted to gauge patients' thoughts on our online services, as well as asking for their opinion on our dispensary services. The questions were worded simply and briefly so as to facilitate use. Questionnaires were available in each surgery and on our website. The results were largely very positive but did raise a question about communication. Please see results below.

Nidderdale Group Practice Patient Questionnaire 2013: Summary of results

We received 384 completed questionnaires. The results below are in percentages:

Key – 1 is unhelpful and 5 is the most helpful

General Information about the Practice:

1	2	3	4	5	Not answered
1%	1%	11%	17%	49%	21%

Option to book appointments online:

1	2	3	4	5	Not answered
7%	3%	6%	9%	37%	38%

Option to order repeat prescriptions online:

1	2	3	4	5	Not answered
5%	3%	5%	7%	45%	35%

Communication with Dispensing staff:

1	2	3	4	5	Not answered
3%	3%	9%	20%	54%	11%

Systems for ordering repeat prescriptions:

1	2	3	4	5	Not answered
2%	2%	6%	14%	69%	7%

Systems for collecting repeat prescriptions:

1	2	3	4	5	Not answered
2%	1%	5%	17%	66%	9%

Overall service provided by the Dispensary:

1	2	3	4	5	Not answered
2%	1%	5%	17%	65%	10%

How often have you used our Practice website

Never	1-2 times	3-4 times	5-10 times	10+ times	Not answered
53%	9%	6%	12%	14%	6%

Action Plan

The survey focused on our dispensary services and online facilities. The results were circulated and discussed and an action plan was formulated as below.

1. All dispensers have been informed of the feedback and encouraged to be aware of patient perceptions and the need for better communication.
2. At our Birstwith surgery we have now employed a counter assistant specifically to address the issues above.
3. At our Pateley surgery we have increased the number of dispensing hours and a bell and hatch has been provided to facilitate communication with the dispensers.
4. Encourage our patients to use the online system which will reduce errors and free up time for the dispensers to deal with issues which require face to face communication.
5. We will continue to advertise and promote our various online facilities.
6. Signs have been displayed explaining that dispensers will attend to patients as soon as possible but they are not always able to break off mid-task.

This survey has been published on our Practice website and the result posters have been displayed in our waiting rooms signposting patients to the website.

Opening Times

Monday to Friday:

The Practice is open from 08:00 to 18:00

Extended Hours

In order to provide increased choice for our patients we offer a range of appointments outside our core hours for routine consultations for patients of all 3 surgeries.

Thursday mornings (alternate weeks) from 07:00 to 08:00 at Pateley

Friday mornings from 07:00 to 08:00 at Birstwith (practice nurse also available alternate weeks)

Saturday mornings (occasional) from 08:00 to 13:00 at Dacre

Further details are available from Reception.

Out-of-Hours

Between 18:00 and 18:30, Monday to Friday, if you require urgent medical assistance which cannot wait until the surgery re-opens then please telephone **0300 123 0938**.

Between 18:30 and 08:00, weekends and Bank Holidays, if you require urgent medical assistance which cannot wait until the surgery re-opens please call **1-1-1**. Calls to the NHS111 service are free from landlines and mobiles.

If you have a life threatening medical emergency then please dial **999**.