



Ifield Medical Practice Local Patient Participation Report March 2014

Practice Profile

Ifield Medical Practice currently has a list size of just under 10,000 patients with the following profile:

Gender profile:

	Male	Female
Total	50%	50%

Age profile:

	Under 16	17-24	25-34	35-44	45-54	55-64	Over 65
Total	21%	9%	16%	14%	14%	11%	15%

Ethnicity profile:

	Total
White British	56.9%
White Irish	1.0%
White/Black Caribbean	0.1%
White/Black African	0.1%
White/ Asian	0.6%
White Other	6.0%
Indian	2.0%
Pakistani	2.0%
Bangladeshi	0.5%
Black Caribbean	0.5%
Black African	1.8%
Black Other	1.6%
Chinese	0.4%
Any Other	3.2%
Not recorded/refused to disclose	23.3%

Patient Participation Group (PPG)

The Practice has an active PPG, which has been running since 2008. This group currently consists of twelve patients – eight female and four male. The age profile is:

Under 65 2 members
 Over 65 10 members

Most members are over 60, although one is in her thirties and 92% are White British.

We are always looking for new members for the group and try and obtain representation of the practice population when doing this.

Patient Reference Group (PRG)

In 2011 we worked with the PPG to set up a virtual PRG who can be asked about some of the decisions within the practice without having to attend meetings.

This group is publicised on the website and Jayex Board and forms to join the group are available at the reception desk. Forms are included in the packs for new patients.

There are 93 members of this virtual group. There has been a turnover of approximately 14 members with some leaving and new ones joining. The makeup of the virtual groups is currently:

	Under 16	17-24	25-34	35-44	45-54	55-64	Over 65
Total	0%	11%	20%	18.5%	18.5%	15%	17%

	Male	Female
Total	26%	74%

	Total
White British	80%
White Irish	2%
White/Black Caribbean	0%
White/Black African	1%
White/ Asian	1%
Indian	1%
Pakistani	1%
Bangladeshi	1%
Black Caribbean	0%
Black African	0%
Chinese	0%
Any Other	7%
Not disclosed	6%

Preparing the Practice Survey

Discussions were had with the PPG about the contents of the 2013-14 Patient Survey. It was agreed that questions should be broadly similar to those asked in 2012-13 so that direct comparisons could be made between the two years. The PRG were also contacted with the plans for the survey and asked for input before the survey was finalised (see Appendix A).

Undertaking the survey

The survey was open from November 2013 to January 2014.

Each GP was given fifty surveys to give their patients. Surveys were also available on reception. A link to the survey was placed on the front page of the surgery's website in order to be accessible to patients who do not regularly come into the surgery. The link to the survey was e-mailed to all members of the PRG.

The survey was prepared using Survey Monkey and a paper copy was also made available. Surgery staff transferred all paper responses onto the electronic system to ensure that all responses were collated together.

A total of 162 surveys were completed. The response rate this year seemed to be much lower than previous years. At least 350 surveys were handed out, which is a response rate of approx. 46%, which the Patient Participation Group felt was a good return.

The results of the survey were analysed and discussed with the PPG in January 2014 and an action plan agreed. The results were also shared with the PRG electronically. The results can be seen in Appendix B.

Survey Results

Overall satisfaction between 2012-13 and 2013-14 has improved slightly. Satisfaction with staff is relatively stable, although there has been a small increase on the "poor" rating, which we need to address. Patients seem to find it harder to make an appointment, but when they do have an appointment they are happy with the service and care provided.

There has been a slight improvement for getting through on the phone. As a result of previous years surveys we have now changed our telephone number back to a local number and therefore the number of comments regarding having to call a 0845 number have disappeared.

Rating for parking is similar year-on-year. More appointments are being made by phone and more patients are aware that prescriptions can be ordered on-line.

Action Plan 2013-14

Periodically throughout 2013-14 the previous Action Plan has been regularly reviewed at PPG meetings and we have delivered on the areas where changes could be made. The Action Plan for 2013-14 is set out below:

You said We will

You said ... that you sometimes find it difficult to get an appointment with a doctor of your choice

We will ... prepare an overview of which doctor works on which day, so that patients know when their preferred doctor may be available. A number of our older doctors have reduced their hours recently, which means that they have less appointments. As they have been with the

Practice for so long, they have a following of patients who particularly like to see them and it is important that we let these patients know when their preferred doctor is available.

You said ... that you would like to be able to book routine appointments more than two weeks in advance

We will ... review our appointments system. We are aware that the wait for routine appointments has increased over the last few months. The number of patients that we have has not increased, and the number of appointments that we are offering has not decreased, however the demand for appointments continues to rise. Historically we have found that booking ahead more than two weeks leads to a lot of patients not attending, which is why we do not want to extend the pre-bookable period.

You said ... that you were sometimes unhappy with both doctor and staff attitude.

We will ... look into further training courses for staff and ensure that all doctors are aware of the feedback. Following last year's feedback we have provided training for staff and we will continue to do this.

You said ... could we have a patient choir.

We will ... work with our Patient Participation Group to look into the possibility of arranging this.

You said ... that your overall satisfaction with the range of services, reception staff, doctors and surgery overall was high.

We appreciate this positive feedback and will aim to maintain the high standards over the coming years.

In addition to posting this report on the website, the above action plan will be posted on the notice boards in the waiting room, together with information on how to register with the PRG.

Current Opening Hours

Ifield Medical Practice is open Monday-Friday 08:30-18:00. The practice offers extended hours on Wednesday evenings 18:30-21:00 which offers flexibility of appointment times to our patients.

Patients can make appointments by telephoning, calling into the surgery or on-line. On-line repeat prescription requests are also available.

The surgery offers a combination of routine appointments bookable up to two weeks ahead and urgent appointments which can be booked on the day. Nurse, healthcare assistant and phlebotomy appointments can also be pre-booked.

The extended hours offered on Wednesday evenings are all pre-bookable and are available with either a GP or a nurse.

The practice has text messaging facilities to remind patients of their appointments and appointments can be cancelled on-line or by phone message.

Appendix A

IFIELD MEDICAL PRACTICE PATIENT SURVEY 2013



Ifield Medical Practice would like your help in looking at the services we provide and ways in which we can make changes and improvements for patients. We would also like you views about your most recent doctor's appointment.

We consider all comments and in response to feedback from previous surveys have changed our telephone number to a local number.

Please take a little time today to fill in this short questionnaire. The questionnaire is anonymous and your answers and comments will be treated in confidence.

Please tick one answer for each question.

Your experience

Q1. How would you rate Ifield Medical Practice on the following factors?

	Poor	Satisfactory	Good	Excellent	N/A
a) Waiting Area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Surgery Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Having somewhere private to speak	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Getting through on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Disabled Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

This questionnaire was compiled with the help of Ifield Medical Practice's Patient Participation Group (PPG). The group would like to include the views of as many of our patients as possible. If you would be happy to be contacted periodically by e-mail, please contact ifieldmedicalpractice@nhs.net or complete a form available at reception or electronically on our website.

Continued over →

Your most recent appointment

This was with Dr Alexander

Q7. Thinking about your most recent appointment with the doctor named above, how would you rate the following?

	Poor	Satisfactory	Good	Excellent	N/A
a) The doctor's ability to listen to and understand your problems and concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) The doctor's ability to explain your condition to you or any treatment you might need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) The doctor's ability to involve you in decisions about your care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) The amount of time the doctor spent with you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) The amount of time after your allocated appointment time that you had to wait	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) The doctor's ability to provide general advice on leading a more healthy lifestyle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Your overall satisfaction with the doctor you have seen most recently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Continued over →

Making an appointment

Q2. Thinking about making an appointment, how would you rate the surgery on:

	Poor	Satisfactory	Good	Excellent	N/A
a) Being able to get an urgent appointment with any doctor on the same day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Being able to make an appointment in advance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q3. Are you aware that it is possible to book your appointment on-line?				<input type="checkbox"/>	<input type="checkbox"/>
Q4. How do you normally book your appointments at the surgery?					
	In person	By phone	On-line	Organised by Dr/Nurse	Other
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Ordering a Prescription

Q5. We aim to process repeat prescriptions within two working days. How would you rate the surgery on:

	Poor	Satisfactory	Good	Excellent	N/A
a) Having your prescription ready within the agreed time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Ensuring your prescription is sent to a pharmacy of your choice within Crawley	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q6. Are you aware that it is possible to order your repeat prescription on-line?				<input type="checkbox"/>	<input type="checkbox"/>

NB. Pharmacies may also require an additional 48 hours

Q8. In addition to general medical services, we currently offers minor surgery, travel clinics, family planning, immunisations and monitoring of chronic conditions. Access to midwives, health visitors, smoking cessation, counselling and carer support is available. We also host a private podiatrist at the surgery.

	Poor	Satisfactory	Good	Excellent
a) How would you rate the range of services available?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) What additional services would you like to see at the Practice?	<input type="text"/>			

Q9. How would you rate your overall satisfaction with Ifield Medical Practice?

	Poor	Satisfactory	Good	Excellent
a) How would you rate your overall satisfaction with Ifield Medical Practice?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Do you have any other comments that would improve your overall experience of the Practice?	<input type="text"/>			

A bit about yourself

Q10. How old are you?

16-24	<input type="checkbox"/>	25-34	<input type="checkbox"/>	35-44	<input type="checkbox"/>
45-54	<input type="checkbox"/>	55-64	<input type="checkbox"/>	65+	<input type="checkbox"/>

Q11. Are you?

Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
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Q12. With which of the following ethnic backgrounds would you most closely identify with?

White British <input type="checkbox"/> Other <input type="checkbox"/>	Asian or Asian British Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/>
Black or Black British Caribbean <input type="checkbox"/> African <input type="checkbox"/>	Chinese or other ethnic Group Chinese <input type="checkbox"/> Any Other <input type="checkbox"/>
Mixed White & Black Caribbean <input type="checkbox"/> White & Black African <input type="checkbox"/> White & Asian <input type="checkbox"/>	

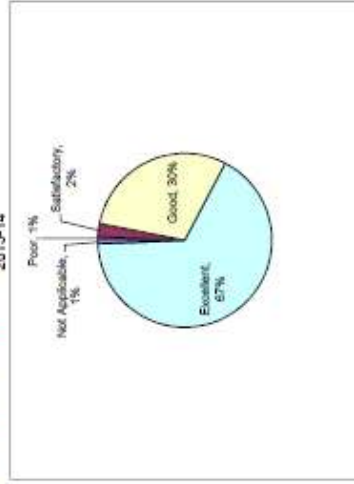
Thank you very much for taking part in this survey ...
your help is much appreciated

Appendix B

Infield Medical Practice Patient Survey

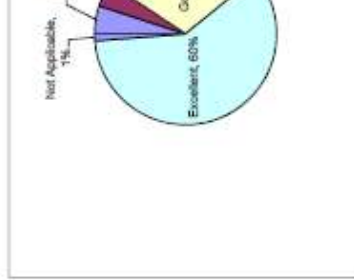
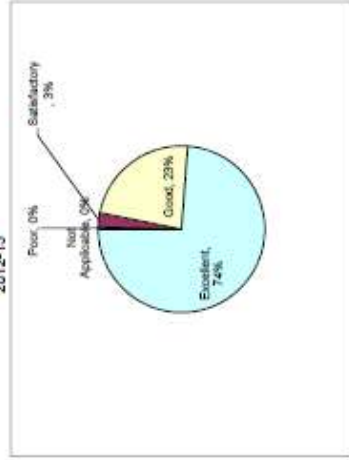
How would you rate Infield Medical Practices on the following factors?

2013-14

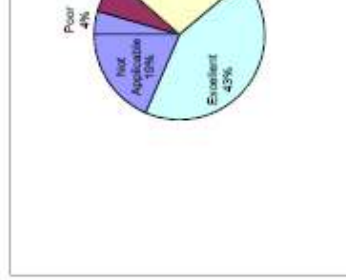
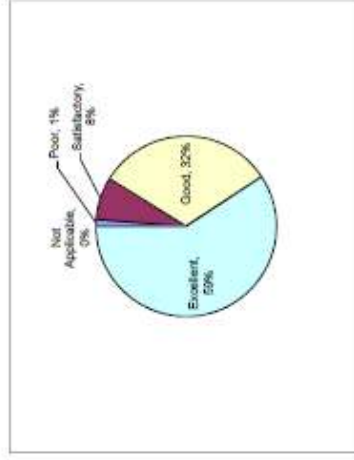


Rating	Count	Percentage
Poor	1	1%
Satisfactory	4	2%
Good	48	30%
Excellent	108	67%
Not Applicable	1	1%
Total	162	

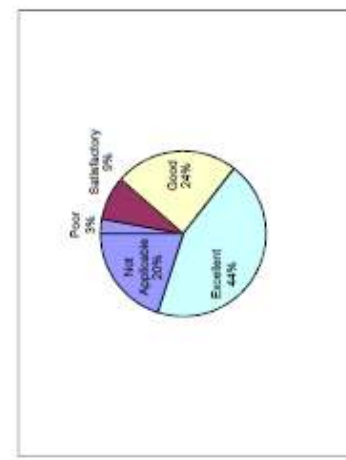
2012-13



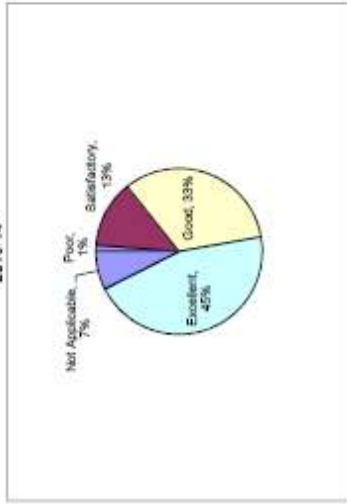
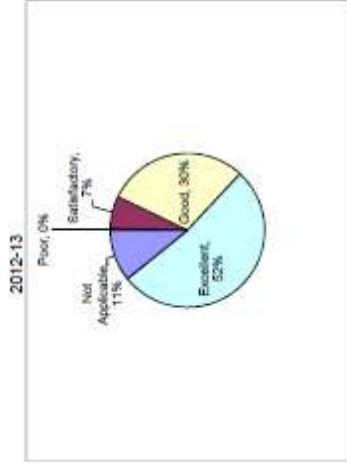
Rating	Count	Percentage
Poor	6	5%
Satisfactory	7	4%
Good	48	30%
Excellent	96	60%
Not Applicable	2	1%
Total	161	



Rating	Count	Percentage
Poor	7	4%
Satisfactory	11	7%
Good	43	27%
Excellent	67	43%
Not Applicable	29	18%
Total	157	

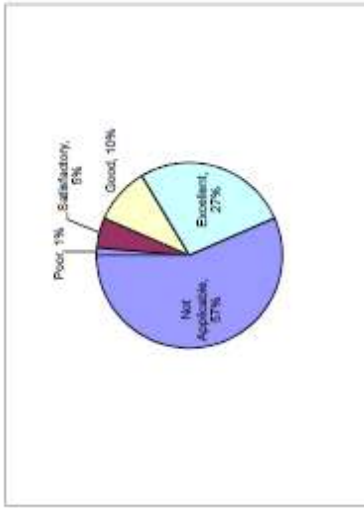
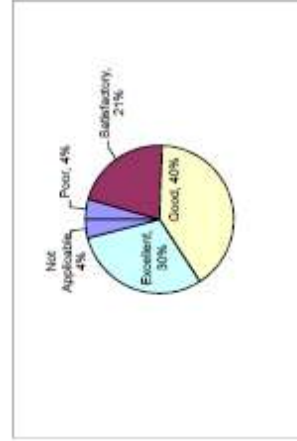


Ifield Medical Practice Patient Survey

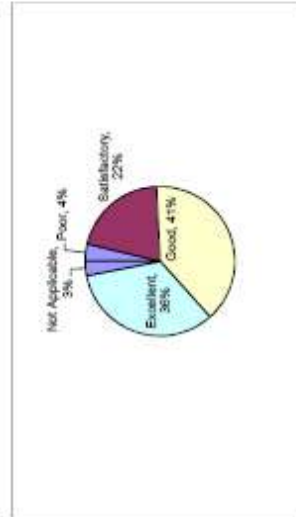


Category	Count	Percentage
Parking	2	1%
Poor	21	13%
Satisfactory	53	33%
Good	73	45%
Excellent	12	7%
Not Applicable	161	

Question not asked last year



Category	Count	Percentage
Disabled Access	2	1%
Poor	8	5%
Satisfactory	15	10%
Good	41	27%
Excellent	86	57%
Not Applicable	152	



Category	Count	Percentage
Getting through on the phone	6	4%
Poor	33	22%
Satisfactory	63	41%
Good	54	36%
Excellent	5	3%
Not Applicable	161	

ifield Medical Practice Patient Survey

Making an appointment

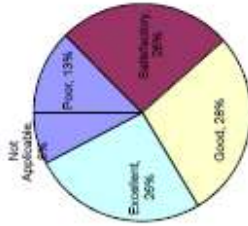
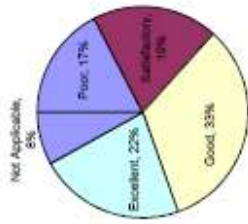
How would you rate the surgery on:

2012-13

2013-14

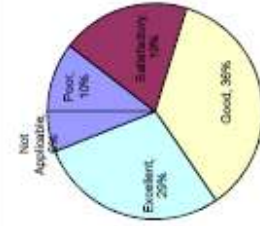
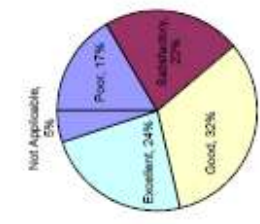
Being able to get an urgent appointment with any doctor on the same day

Poor	28	17%
Satisfactory	31	19%
Good	53	33%
Excellent	36	22%
Not Applicable	13	8%
	161	



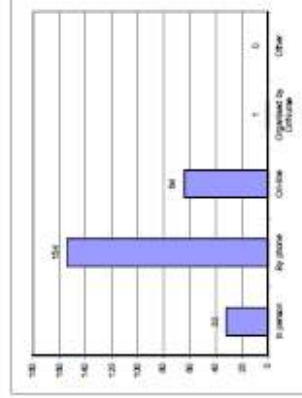
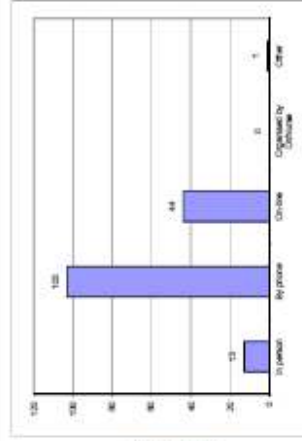
Being able to make an appointment in advance with the doctor or nurse of your choice

Poor	26	17%
Satisfactory	35	22%
Good	51	32%
Excellent	37	24%
Not Applicable	8	5%
	157	



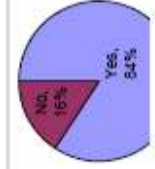
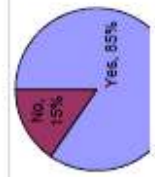
How do you normally book your appointments in the surgery?

In person	13	8%
By phone	103	64%
On-line	44	27%
Organised by Dr/Nurse	0	0%
Other	1	1%
	161	



Did you know you could book on-line?

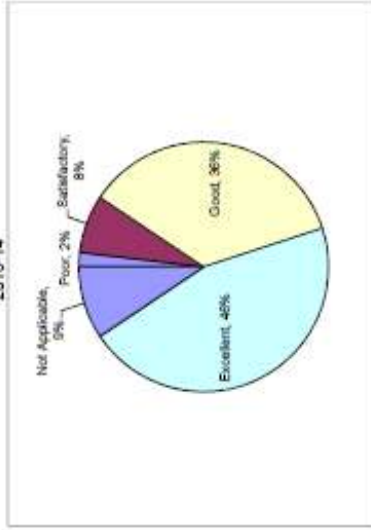
Yes	132	85%
No	24	15%



Ordering a Prescription

How would you rate the surgery on:

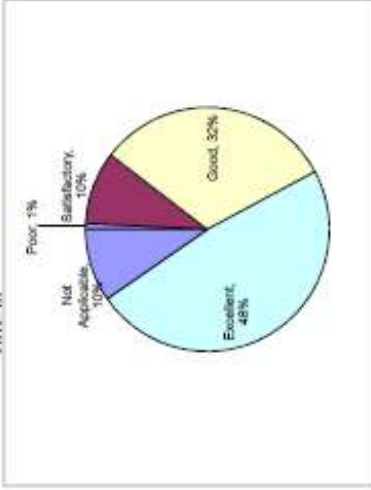
2013-14



Having your prescription ready within the agreed time

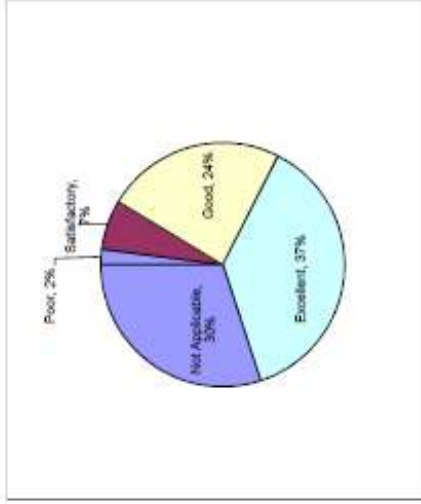
Poor	3	2%
Satisfactory	12	8%
Good	57	36%
Excellent	73	46%
Not Applicable	15	9%
	160	

2012-13



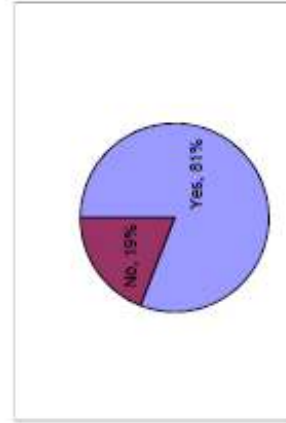
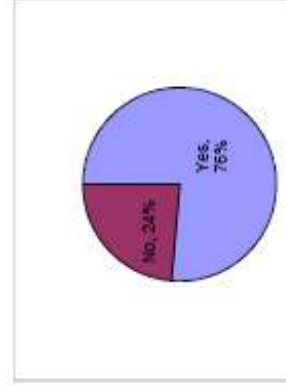
Ensuring your prescription is sent to a pharmacy of your choice within Crawley

Poor	4	3%
Satisfactory	6	4%
Good	35	23%
Excellent	55	36%
Not Applicable	54	35%
	154	



Did you know you could order your prescription on-line?

Yes	123	81%
No	29	19%
	152	



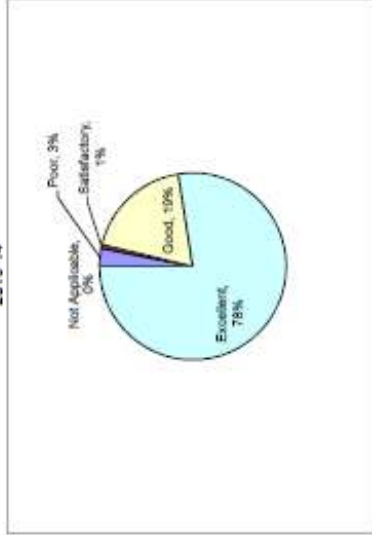
Ifield Medical Practice Patient Survey

Your most recent appointment

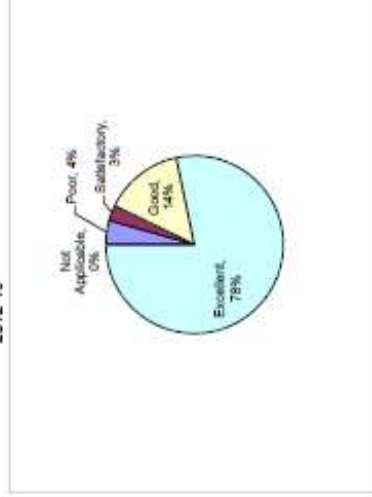
The doctor's ability to listen to and understand your problems and concerns

Poor	5	3%
Satisfactory	1	1%
Good	30	19%
Excellent	124	78%
Not Applicable	0	0%
	160	

2013-14

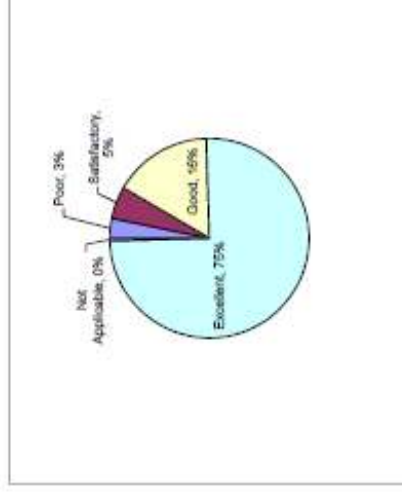
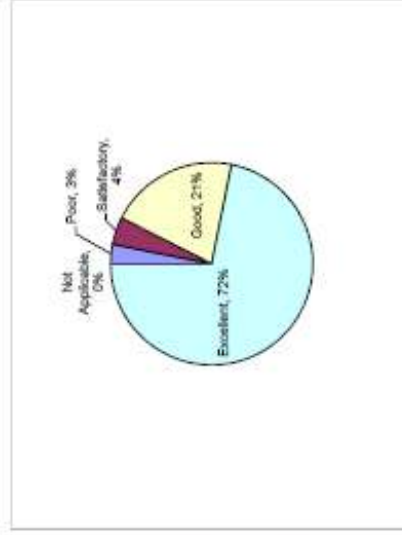


2012-13



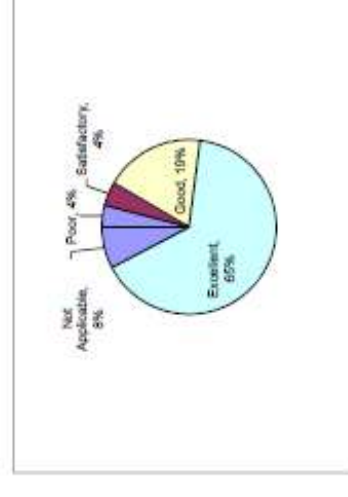
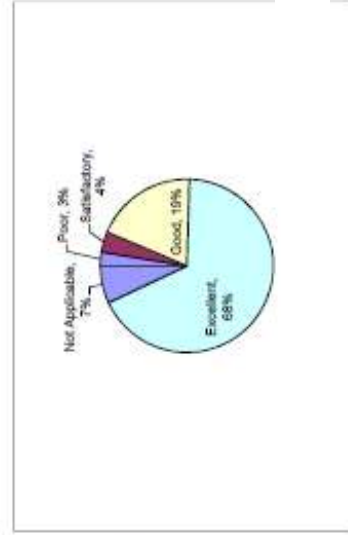
The doctor's ability to explain your condition to you or any treatment you might need

Poor	5	3%
Satisfactory	7	4%
Good	33	21%
Excellent	115	72%
Not Applicable	0	0%
	160	



The doctor's ability to involve you in decisions about your care

Poor	4	3%
Satisfactory	6	4%
Good	30	19%
Excellent	106	68%
Not Applicable	11	7%
	157	

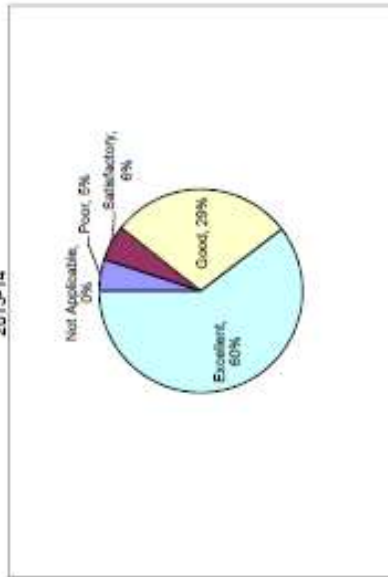


Infield Medical Practice Patient Survey

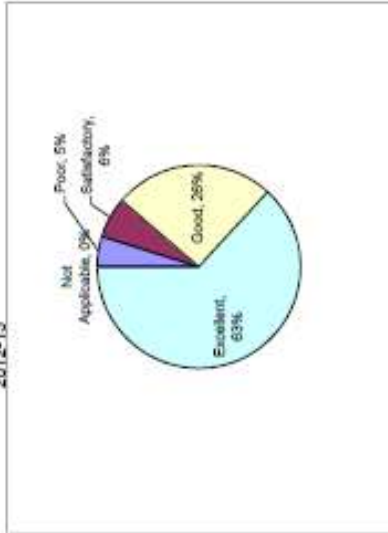
The amount of time the doctor spent with you

Poor	8	5%
Satisfactory	9	6%
Good	45	29%
Excellent	96	60%
Not Applicable	0	0%
	159	

2013-14

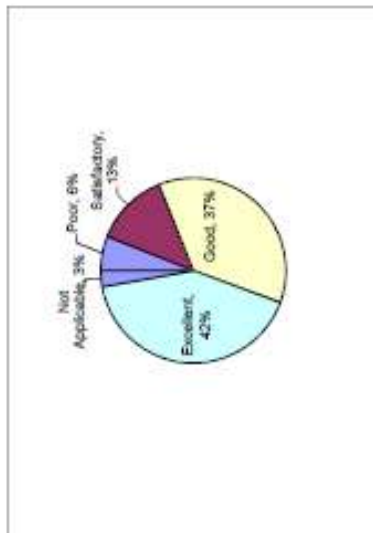
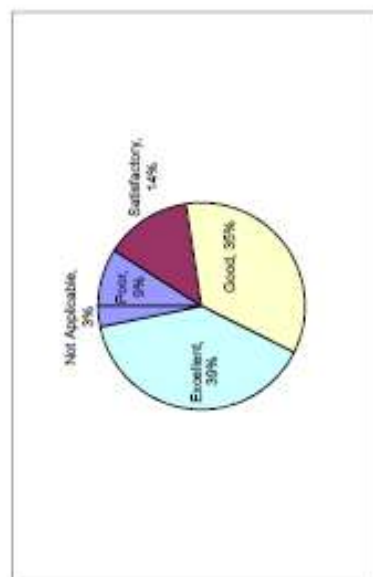


2012-13



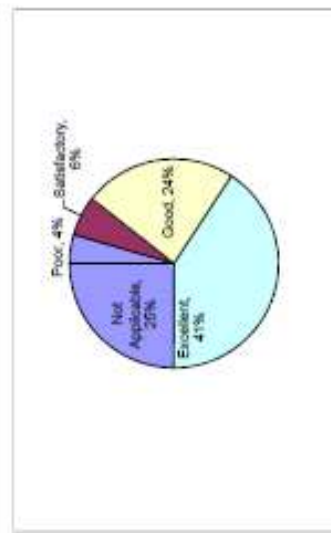
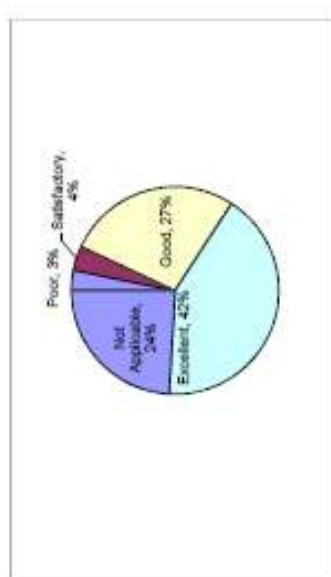
The amount of time after your allocated appointment time that you waited to be seen

Poor	14	9%
Satisfactory	21	14%
Good	54	35%
Excellent	61	39%
Not Applicable	5	3%
	155	



The doctor's ability to provide general advice on leading a more healthy lifestyle

Poor	5	3%
Satisfactory	6	4%
Good	43	27%
Excellent	65	42%
Not Applicable	38	24%
	158	



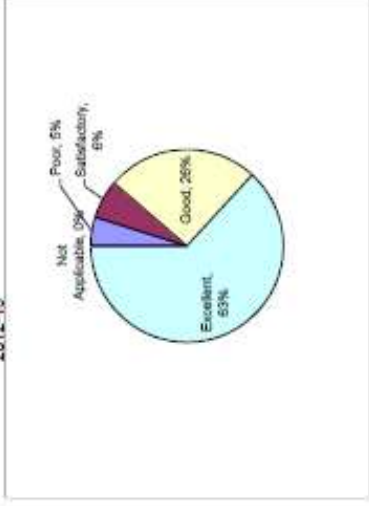
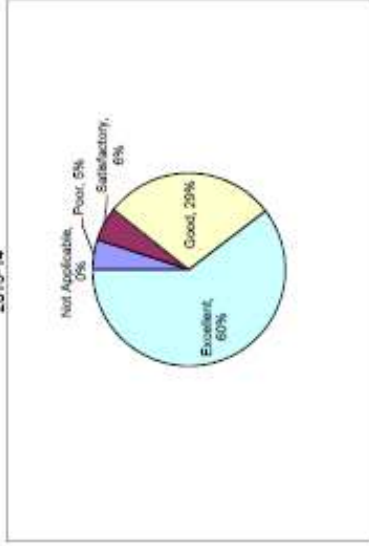
Ifield Medical Practice Patient Survey

2013-14

2012-13

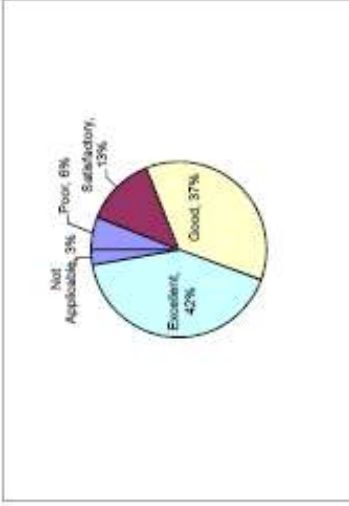
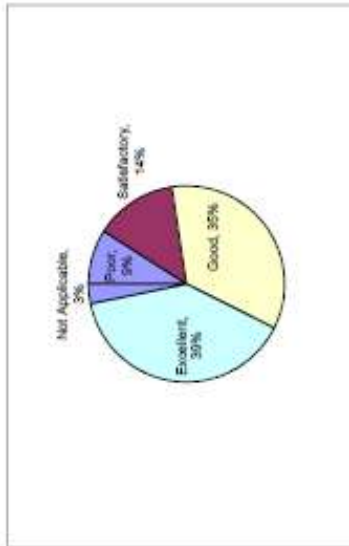
The amount of time the doctor spent with you

Poor	8	5%
Satisfactory	9	6%
Good	46	29%
Excellent	96	60%
Not Applicable	0	0%
	159	



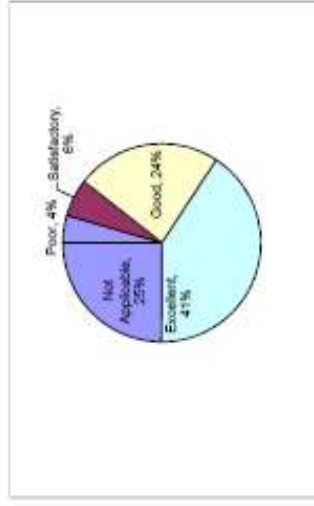
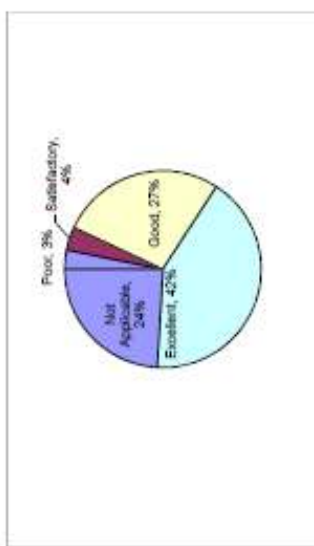
The amount of time after your allocated appointment time that you wanted to be seen

Poor	14	9%
Satisfactory	21	14%
Good	54	35%
Excellent	61	39%
Not Applicable	5	3%
	155	



The doctor's ability to provide general advice on leading a more healthy lifestyle

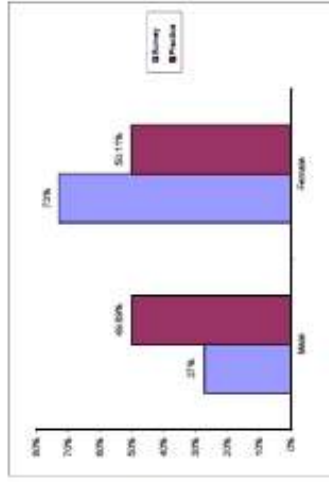
Poor	5	3%
Satisfactory	6	4%
Good	43	27%
Excellent	66	42%
Not Applicable	38	24%
	158	



Ilfeld Medical Practice Patient Survey

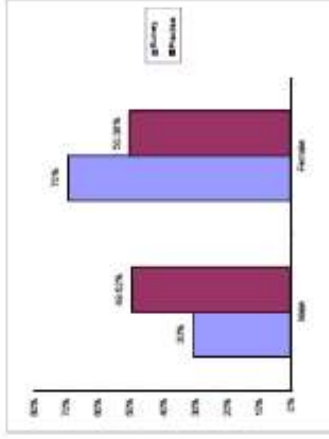
Respondents

2013-14

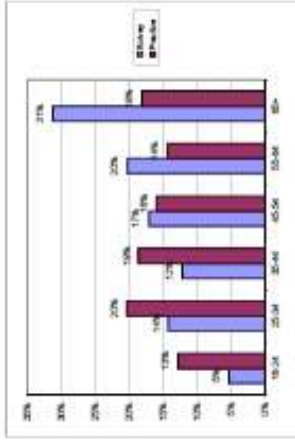
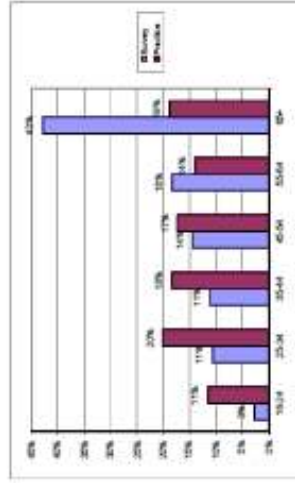


Gender	Survey	Practice
Male	42	49.89%
Female	113	50.11%
Total	155	

2012-13



Age range	Survey	Practice
16-24	5	3%
25-34	19	11%
35-44	20	11%
45-54	26	14%
55-64	33	18%
65+	77	43%
Total	180	



Ethnicity	Survey	Practice
White - British	137	86%
White - Other	8	5%
Asian/Asian British - Indian	2	1%
Asian/Asian British - Pakistani	2	1%
Asian/Asian British - Bangladeshi	0	0%
Black/Black British - Caribbean	1	1%
Black/Black British - African	2	1%
Chinese	0	0%
Mixed - White & Black Caribbean	1	1%
Mixed - White & Black African	0	0%
Mixed - White & Asian	3	2%
Other Ethnic Group	0	0%
Total	156	

Survey Practice

Ethnicity	Survey	Practice
White - British Group	217	64.5%
White - Irish	12	4.8%
Asian/Asian British - Indian	3	1.2%
Asian/Asian British - Pakistani	6	2.4%
Asian/Asian British - Bangladeshi	0	0.0%
Black/Black British - Caribbean	0	0.0%
Black/Black British - African	0	0.0%
Chinese	1	0.4%
Mixed - White & Black Caribbean	0	0.0%
Mixed - White & Black African	0	0.0%
Mixed - White & Asian	1	0.4%
Other Ethnic Group	7	2.8%
Not recorded/refused to disclose	5	2.0%
Total	252	