

Dr Seal – Dr Hughes – Dr Reid – Dr Margutti

The Station Practice

Station Plaza Medical Centre

Station Approach

Hastings

East Sussex

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Patient survey results and Action Plan 2012-2013

Thank you to everybody who participated in our practice survey during December 2012 – January 2013. This is a report of the findings and an action plan which has been agreed with the Patient Participation group

Survey

The survey was designed by the Patient Participation Group and centered on screening services.

During December 2012 to January 2013 surveys were available on the reception front desk.

Frontline staff offered surveys to patients attending the practice.

Surveys were offered to patients attending for consultations with clinical staff or collecting prescriptions, attending flu clinics, childhood immunisation clinics etc.

Some surveys were also sent to housebound patients to complete.

Responses were collected by the PRG and the results were analysed.

We received 202 completed questionnaires.

Our PRG was established in 2008 and we have recently been taking patient details to enable a virtual patient group. Information is listed in our patient information leaflet, on our website and on posters displayed with our practice and on our electronic notice board.

The virtual group will be used as a sounding board for ideas, changes etc, they will not necessarily attend the meetings but will be consulted and any ideas, suggestions shared.

Core group recruited from volunteers.

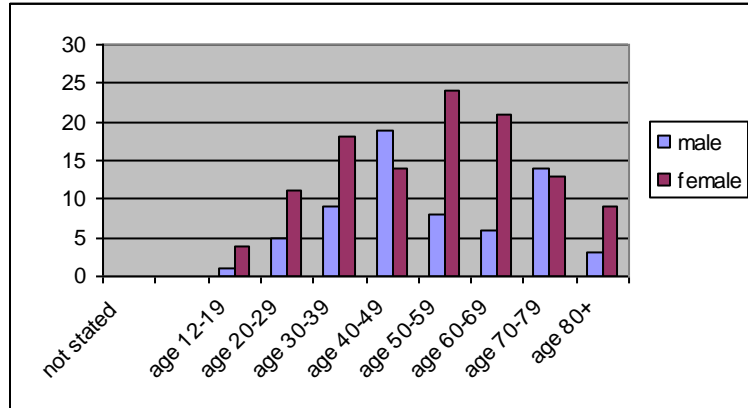
We continue to strive to achieve better representation.

All new patients are given a leaflet in the new patient information pack with information regarding the patient group.

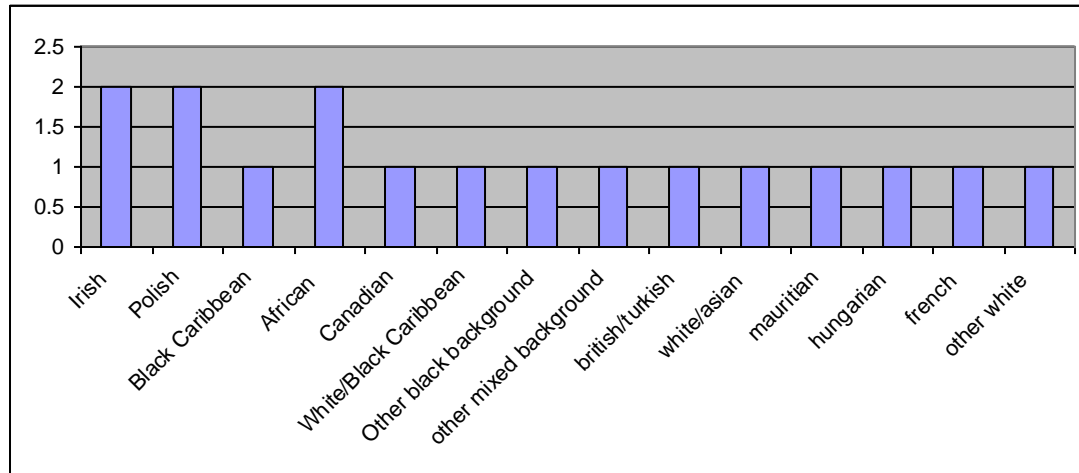
Clinical staff have been trying to recruit patients from ethnic minority groups

Survey Results

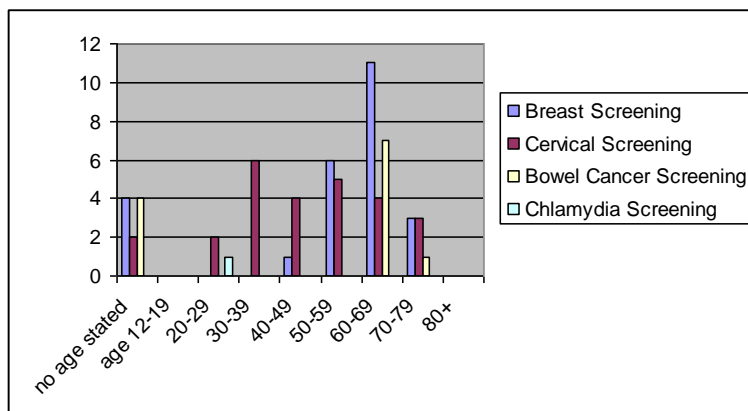
Age/Sex of participants



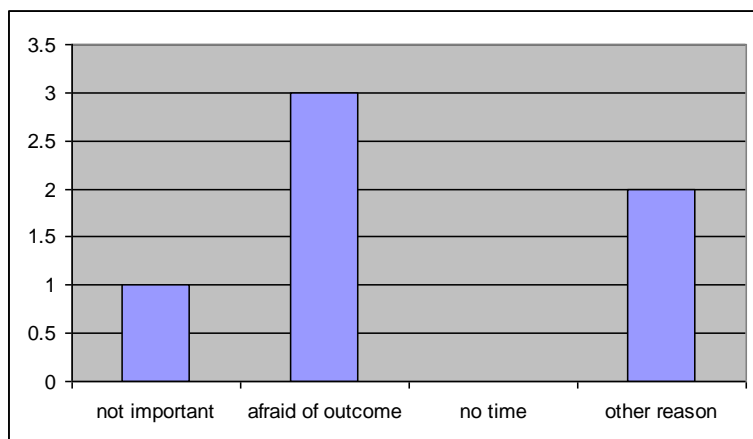
Ethnicity of participants



Have you been invited to take part in a screening programme?



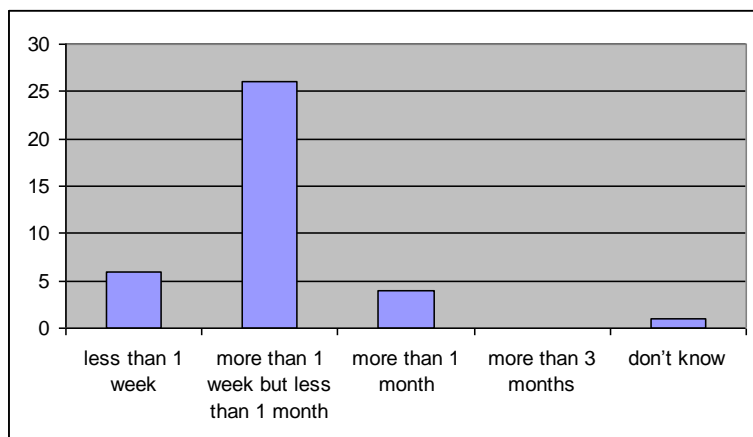
If you did not take part – please state reason:



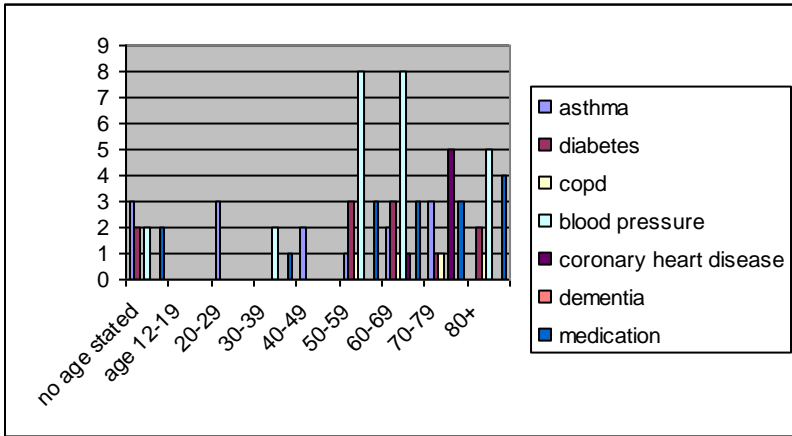
If you took part in the screening, were you satisfied with the service provided:



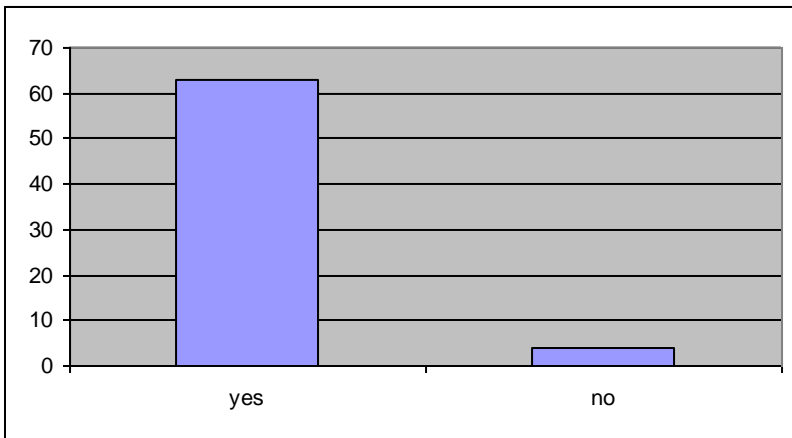
How long did you wait for the test results?



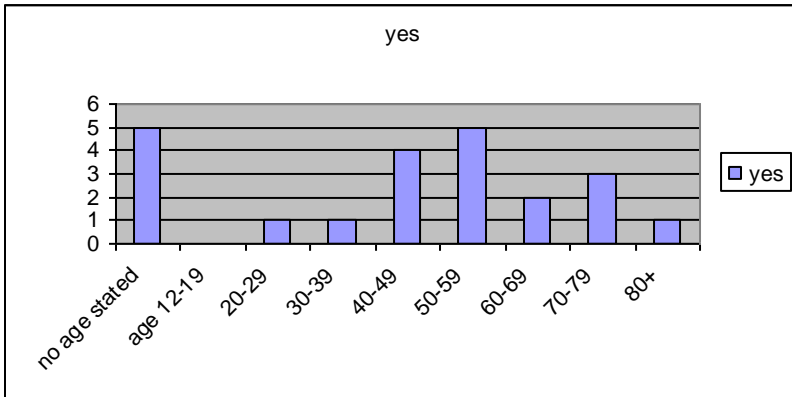
Have you been invited for a health review? If yes, for what:



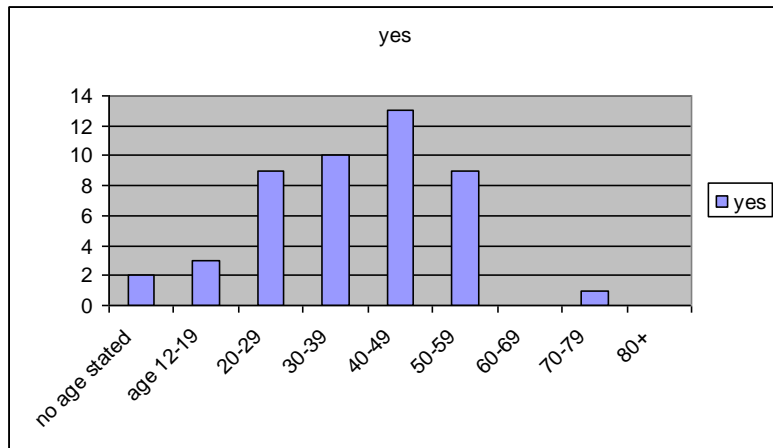
Did you respond?



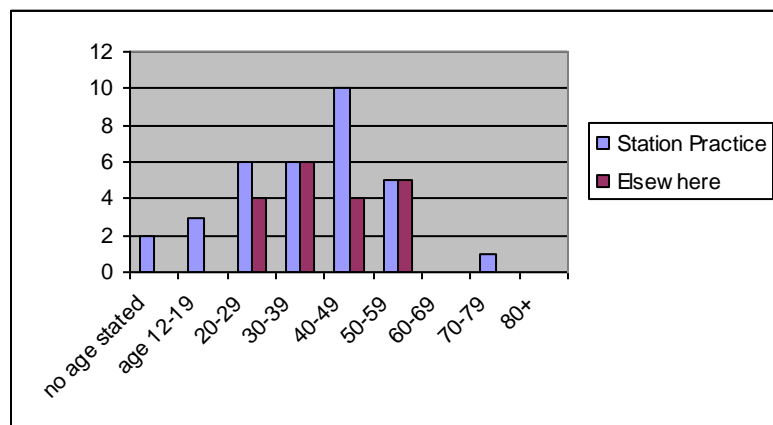
If you attended, did you find it satisfactory?



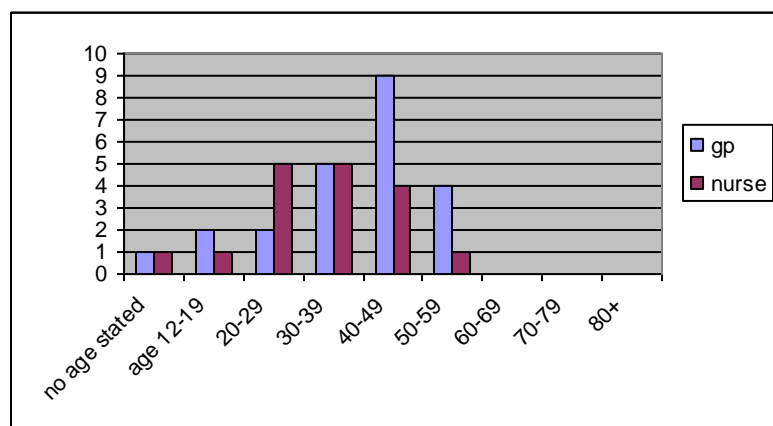
Have you ever required sexual health services or contraception?



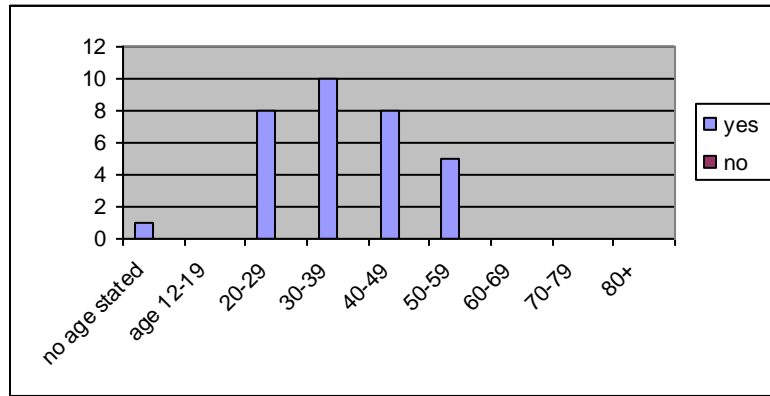
Where was this?



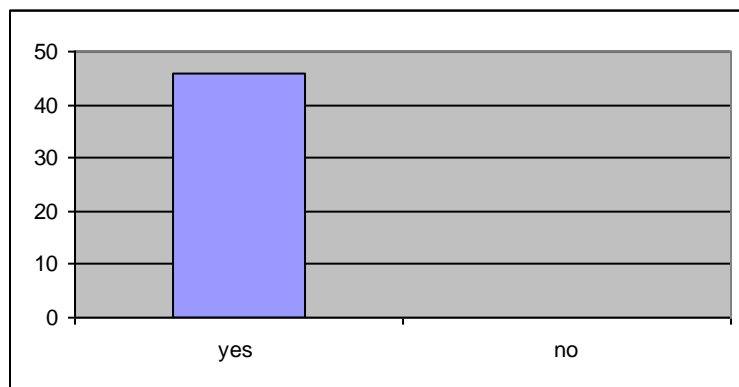
Who did you see?



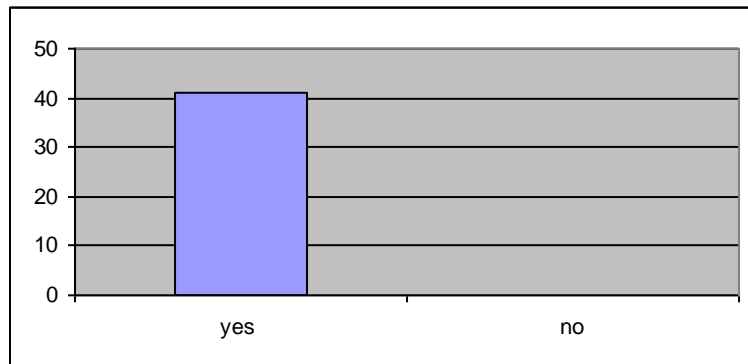
Were you satisfied with the service:



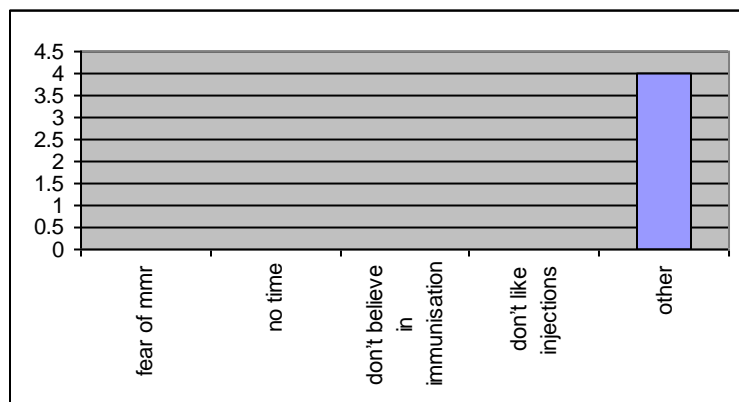
Do you have children under 16 years old:



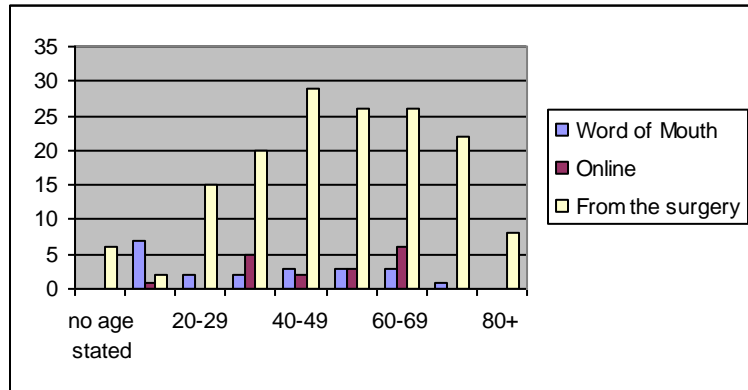
Have you responded to a request for your child to be immunised:



If not, why:



Where do you get information about services provided at the Station Practice:



Comments from survey:

- 'I have received first class consultations on all visits to the surgery'
- 'Friendly and made me feel comfortable' (Breast Screening)
- 'Brilliant, they make you feel ok about the situation' (re the practice)
- 'As always, very good service'
- 'Very efficient nurse gave me lots of information and advice'
- 'Very efficient and very helpful and polite'

Practice Population Profile

Show how the practice demonstrates the Patient Reference Group (PRG) is representative by providing information on the practice profile

Age/Sex of practice population				Ethnicity
		Male	Female	
0-16		743	637	Ethnicity is recorded in 65% of our patient population. 87% of recorded ethnicity is white or mixed British. 13% other ethnic groups
17-24		320	368	
25-34		467	497	
35-44		460	442	
45-54		532	494	
55-64		399	417	
65-74		298	329	
75-84		160	258	
85-89		48	67	
90+		21	68	
totals		3449	3577	

Patient Reference Group Profile

	Male	Female	Ethnicity
0-16			White British
17-24			
25-34			
35-44			
45-54	1	1	
55-64		2	
65-74	1	1	
75-84	2	1	
85-89			
90+			

Action plan

PRG meeting took place on 7th February 2013 and the findings of the survey results were discussed. Action plan was agreed by the group.

Action Plan 2013

<u>Action</u>	<u>Proposed Changes</u>	<u>Who needs to be involved</u>	<u>What is an achievable time frame</u>
Patient education regarding screening	Information to be displayed on video screen in practice and on practice website with details of what screening is available to who.	Practice Manager/Practice Nurse	June 2013
Advertise Practice Website	Information to be displayed on video screen in reception and in practice booklet/letterheads/compliments slips etc	Practice Manager	June 2013
Awareness of sexual health and contraception services	Information to be displayed on video screen in reception and in practice booklet	Practice Manager	June 2013
Notice board for PPG	Purchase and display a noticeboard for PPG to keep updated with regular information	Practice Manager/ PPG	May 2013

Report written by Claire Critoph. This report has been emailed to all practice staff and PRG.

Uploaded onto practice website and made available to patients on 11th March 2013.

There are hard copies available in the waiting areas.

Practice Opening times

Monday to Friday 8.00am – 7.00pm