The Old Dispensary

Local Patient Participation Annual Report 2016/17

Background

The Old Dispensary is pleased to confirm that the Patient Participation Group (PPG) is still active in helping the Surgery develop its services to meet the needs and wishes of its patients. The PPG group comprises of both virtual members and patients who do not have access to computers/internet to ensure that the opinions of as many people as possible are requested and obtained.

All baseline figures are based on the regular practice population as at 1 January 2017 (EMIS Practice Population – Regular Patients – Jan 2017). However the overall PPG will alter and increase over time. The Practice considers that the PPG actively represents a reasonable cross section of the current Practice Population.

Practice Registered Profile and PPG Profile

<table>
<thead>
<tr>
<th>PPG PROFILE</th>
<th>PRACTICE PROFILE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total PPG members</td>
<td>387</td>
</tr>
<tr>
<td>Male Members</td>
<td>176</td>
</tr>
<tr>
<td>Female Members</td>
<td>211</td>
</tr>
</tbody>
</table>

Methodology

Date of Survey: 15 November 2016 – 31 December 2016

Method:

Home page of practice website contained link ‘Let us know your thoughts – take our practice survey’ for any patient to complete

387 patients who previously expressed an interest were emailed directly with a copy of the survey, and increase of 92 participants compared to the previous survey

Total length of survey period 46 days

How was survey publicised?

In order to ensure our PPG represents as diverse group of patients as possible, we have promoted our PPG in the following ways:

- A PPG advert is given out with our practice leaflet to all newly registering patients.
- It is advertised within www.theolddispensary.co.uk and on our NHS Choices website.
- Posters are displayed on our waiting room walls.
- Literature regarding the PPG is in our waiting rooms and reception area.
- Our Practice Nurse/HCA offers PPG information
We hope that you will find the survey results to be of interest and that you will think our proposals and action plan to be acceptable. If you have any comments, suggestions or ideas as a result of the survey findings, or our proposals and action plan, we would be very pleased to hear from you. Please contact us as follows:

- Via email on od.reception@dorset.nhs.uk
- Telephone: Please ask to speak to Mrs Rosemary Panton, Practice Manager or Mrs Dawn White, Assistant Practice Manager. Please tell the receptionist that you would like to make a comment regarding the survey findings and/or our proposals and/or action plan
- In person: Please ask to speak to the staff named above
- In writing: Please forward your letters to the staff named above

We would like to thank all members of our Patient Participation Group who have helped us with this survey.

**Ethnicity***
(*2001 census definitions)*

<table>
<thead>
<tr>
<th>Ethnic Origin</th>
<th>African</th>
<th>Black African</th>
<th>Black Caribbean</th>
<th>British/mixed British</th>
<th>Chinese</th>
<th>Indian/British Indian</th>
<th>Other ethnic category</th>
<th>Other Asian Background</th>
<th>Other Ethnic non-mixed</th>
<th>Other White Background</th>
<th>White</th>
<th>White British</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>4</td>
<td>572</td>
<td>4</td>
<td>12</td>
<td>8</td>
<td>1</td>
<td>41</td>
<td>7</td>
<td>2804</td>
<td>8</td>
</tr>
<tr>
<td>%</td>
<td>0.03</td>
<td>0.60</td>
<td>0.12</td>
<td>16.51</td>
<td>0.12</td>
<td>0.35</td>
<td>0.22</td>
<td>0.03</td>
<td>1.18</td>
<td>0.20</td>
<td>80.95</td>
<td>0.22</td>
</tr>
</tbody>
</table>

2.3% of the practice population is non-British

ONS NS – Broad Ethnic Group – most recent figures – 2011 census “Ethnic Group – England and Wales”

East Dorset: 3.5% non-British
England and Wales: 20.25% non-British

**Under representation within the Patient Representative Group**

**Age Groups**

There is currently no representation from under 16’s. Over the past years we have tried a variety of ways to attract this group to the PRG including posters and leaflets in all patient areas of the surgery, clinicians asking personally (when appropriate) this age groups during consultations, advertising on the website [www.theolddispensary.co.uk](http://www.theolddispensary.co.uk) including an online questionnaire, attaching leaflets to prescriptions, receptionists approaching the under 16 age groups (when appropriate) when suitable clinics are held eg MMR catch up and HPV. Although we have so far been unsuccessful, we do feel that with 387 patients as current member of our PRG we have a sufficiently good cross section of views on our services. We will continue to try and encourage our under 16’s during the coming 16/17 year.

**Topic**

It was agreed with a cross section of our members that this year’s survey would determine the satisfactions of the appointment availability and ease in which to get an appointment. The questions were drawn up using template questions from our website and also included a free text box for any other general comments/suggestions. There were no comments from the PRG suggesting that the survey content was not acceptable.

The practice conducted the survey using previous research into the optimum survey length to ensure that abandon rates are kept to a minimum. The online results were collated by our website provider using a programme within the system to arrive at the results.
The survey commenced on 15th November 2016 and finished on 31st December 2015. The survey was distributed via email and in addition surveys were left out with pens and a notice inviting patients to complete and return them via the suggestion box or to the reception team. From all of the above sources, 87 completed surveys were returned.

### Practice Demographics

**Age/Gender**

<table>
<thead>
<tr>
<th>Patient Count</th>
<th>Male</th>
<th>%</th>
<th>Female</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>3321</td>
<td>1573</td>
<td>47.5</td>
<td>1748</td>
<td>52.5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>&lt;16</th>
<th>17-24</th>
<th>25-34</th>
<th>35-44</th>
<th>45-54</th>
<th>55-64</th>
<th>65-74</th>
<th>75-84</th>
<th>85+</th>
</tr>
</thead>
<tbody>
<tr>
<td>FEMALE</td>
<td>285</td>
<td>105</td>
<td>145</td>
<td>205</td>
<td>249</td>
<td>293</td>
<td>271</td>
<td>146</td>
<td>85</td>
</tr>
<tr>
<td>%</td>
<td>8.5</td>
<td>3</td>
<td>4</td>
<td>6</td>
<td>7.5</td>
<td>9</td>
<td>8</td>
<td>4</td>
<td>2.5</td>
</tr>
<tr>
<td>MALE</td>
<td>278</td>
<td>128</td>
<td>151</td>
<td>189</td>
<td>239</td>
<td>242</td>
<td>227</td>
<td>107</td>
<td>39</td>
</tr>
<tr>
<td>%</td>
<td>8</td>
<td>4</td>
<td>4.5</td>
<td>6</td>
<td>7</td>
<td>7</td>
<td>7</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>TOTAL</td>
<td>563</td>
<td>233</td>
<td>296</td>
<td>394</td>
<td>488</td>
<td>535</td>
<td>498</td>
<td>253</td>
<td>124</td>
</tr>
</tbody>
</table>

### Survey Demographics

- **Total number of surveys issued:** 387
- **Total number of surveys returned:** 87
- **% of surveys returned:** 22.7%

<table>
<thead>
<tr>
<th>Surveys returned</th>
<th>Male</th>
<th>Female</th>
<th>Not stated</th>
</tr>
</thead>
<tbody>
<tr>
<td>87</td>
<td>31%</td>
<td>68%</td>
<td>1%</td>
</tr>
</tbody>
</table>

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<thead>
<tr>
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<td>293</td>
<td>271</td>
<td>146</td>
<td>85</td>
</tr>
<tr>
<td>%</td>
<td>2</td>
<td>5</td>
<td>11</td>
<td>5</td>
<td>37</td>
<td>29</td>
<td>5</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>
Dear Patient,

Many thanks for agreeing to take this short survey to help our practice understand how our opening times can be improved, if at all.

Please answer all of the questions and click 'Send Survey' when you are done.

Q1. How satisfied are you with the opening hours at the surgery?

- Very 66%
- Fairly 24%
- Neither satisfied nor dissatisfied 3%
- Quite dissatisfied 3%
- Very dissatisfied 0%
- Don't know opening hours 2%

Q2. As far as you know is the surgery open...

- Before 8am 16%
- At lunchtime 81%
- After 6.30pm 42%
- On Saturdays 9%
- On Sundays 1%

Q3. Would you like the surgery open at additional times?

- Yes 34%
- No 63%
- No response 3%
To help us analyse your answers please tell us a few things about yourself:

Are you male or female?

Male 31%
Female 68%

What age are you?

Under 16 0%
17 - 24 2%
25 - 34 5%
35 - 44 11%
45 - 54 5%
55 - 64 37%
65 - 74 29%
75 - 84 5%
Over 84 1%
What is the ethnic background with which you most identify?

White British 94%
White Irish 0%
Mixed White & Black Caribbean 0%
Mixed White & Black African 0%
Mixed White & Black Asian 0%
Indian 0%
Pakistani 0%
Bangladeshi 0%
Black Caribbean 0%
Black African 0%
Chinese 0%
Other 4%
No response 2%

How would you describe how often you come to the practice?

Regularly 22%
Occasionally 59%
Finally, please add any comments you would like to make about the practice/opening times:

Many thanks for taking the time to complete our survey.

If you no longer wish to participate in our patient surveys on behalf of the patient participation group, please let us know on dawn.white@dorset.nhs.uk

Kind Regards,
Your Practice Team

PATIENT COMMENTS

• >> <<<
• >> A super surgery, professional yet friendly. Keep it up. <<<
• >> At this stage no further comments thank you. <<<
• >> Excellent service from both the doctors and the receptionists. <<<
• >> Excellent surgery, cannot fault it - thank you. <<<
• >> Fully satisfied with the service provided by the surgery. <<<
• >> I am happy with the service provided by The Old Dispensary and also appreciate the care and consideration provided to my parents who are also your patients. <<<
• >> I am very happy with the service I recieve <<<
• >> I have always had a good response from the reception, I believe I am now waiting longer in the surgery to see my Doctor after my appointment time. My doctor, Dr Devereux is an excellent doctor and very caring, but the time I have to wait to see him after arriving a little before my appointed time is growing, maybe the practice is taking on to many patients? <<<
• >> I would like to commend the surgery for being attentive, understanding and responsive to the needs of the patients. Even though I live 11 miles away I would not ever want to change surgeries. The effort the Receptionists and Doctors go to which ensures people are treated as individuals is second to none. Thank you. <<<
• >> I am amazed how fast I am able to see a doctor and this is excellent if you need to see a doctor for an unforeseen need. Also I have been able to talk to a doctor on the telephone easily, for consultation or prescription. <<<
• >> I'm perfectly happy with all the services The Old Dispensary has to offer. <<<
• >> Most pleasant and friendly attitude from doctors, nurses and other staff puts one at ease. Grateful to be able to book appointments a short time ahead. Referrals made to consultants and other clinics are processed both speedily and efficiently which is much appreciated. I feel fortunate to be registered with this practice. <<<
• >> No additional comments our visit to the Surgery this am for travel vaccinations was dealt with quickly and efficiently by Nurse Linda. Thank you <<<
We received some comments highlighting areas which you felt required attention, together with some suggestions. Having studied these comments and suggestions in conjunction with the results and canvassed the views of the PRG, we have listed them in our Action Plan with our proposals to address them.

We hope that you feel our proposals are reasonable and that they demonstrate our intentions to address the areas which patients have highlighted in this year’s survey. We also received some comments via our Friends and Family feedback which we have acted upon and these are also detailed below in the Proposed Action Plan 2015/16. We propose to update this Action Plan further when the changes/improvements have been achieved.

The survey conclusions
We had 87 surveys returned. The results of the survey were collated and published on the surgery website. The results of the survey showed that:

- As last year, staff and GP’s at the surgery are considered friendly and helpful, polite, professional and efficient.
- Respondents feel that we offer good patient care with un rushed appointments.
- The majority of the replies indicated that patients have are happy with the surgery opening hours.
- Some comments indicated that getting an appointment was easy and we have a good availability of these but it was felt that sometimes the wait was too long in the waiting room with appointments all too frequently not running on time.

**PROPOSED ACTION PLAN – PRG – 2016/17**

<table>
<thead>
<tr>
<th>You said</th>
<th>We Propose</th>
<th>By whom</th>
<th>Target Date</th>
<th>Achievement Date/Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sign-in screen needs to show more accurately the waiting time delay to see doctors</td>
<td>Some time delay is inevitable but the automatic check-in screen is intended as a guide. Clinicians are aware that patients are waiting as they check in and we do try to ensure that the wait will be as little as possible.</td>
<td>PM</td>
<td>March 2017</td>
<td>March 2017</td>
</tr>
</tbody>
</table>
| I often call for appointments on the day, as I have young children. On all occasions at 8am I receive an automated message confirming the surgery is closed and offering opening times. This automated message often stays on until 8.30 or beyond in the mornings which would suggest that whoever is responsible for opening phone lines each morning isn’t doing so at the right time. It is a constant source of frustration, as I have to leave home for the school run, during which I am rural and do not have a mobile signal. This often means by the time I am able to phone again I have missed any available appointments for the day. | Staff are reminded regularly at meetings/appraisals etc of the importance of switching over the telephone promptly in the morning. | Assistant PM/PM | February 2017 | If all telephone lines are engaged at any time of the day, a message will be heard by the caller to say this. We have two staff on reception at all times and the phones will also ring around the building, to enable picking up by any member of staff if the receptionists are busy on another call or dealing with a patient. Early morning is the busiest time of the day for telephone calls. All children will be seen by a doctor on the same day if required. Telephone appointments are also available with the doctors which can often be more convenient than a face-
I have always had a good response from the reception, I believe I am now waiting longer in the surgery to see my Doctor after my appointment time. My doctor, Dr Devereux is an excellent doctor and very caring, but the time I have to wait to see him after arriving a little before my appointed time is growing, maybe the practice is taking on to many patients?

From December 2015 to December 2016 our list was closed to new registrations due to the restrictions on the building and the staff from the increasing list size. The list was reopened in January 2017 and we will continue to monitor patient numbers and the effects on appointments and on health and safety within the surgery. Emergencies can delay clinicians. Sometimes patients can overrun the 10 minute allocated slot with the GP which will have the knock-on effect of making subsequent appointments run late and therefore the wait times would be longer.

### Friends and Family Feedback

- **“Is it possible to pay for private services by card rather than by cheque or cash?”**
  
  YES – we have installed a card machine on reception which takes all regular credit and debit cards

- **“I understand that your list is closed to new patients and I know people who would like to register at The Old Dispensary, is it going to reopen soon?”**
  
  YES – Our list is now open for new patients who live within our catchment area

- **“Is it possible to book and cancel appointments online?”**
  
  This is now possible if you register for ‘Patient Access’ via our website [www.theolddispensary.co.uk](http://www.theolddispensary.co.uk)