

# Grove House Patients Survey 2016

## Results Report

### Introduction and Methodology

Grove House Surgery issued a survey to all patients to find out what they think of services available at the surgery and to highlight any areas that require improvement. The survey was developed using surveys issued by other local surgeries and questions suggested by surgery staff and members of Grove House Patients Group (GHPG).

The survey was available from 24<sup>th</sup> August 2016 until 10<sup>th</sup> October 2016 (a period of just over 6 weeks). Patients were encouraged to complete the survey online. The survey was promoted by GHPG to their email contacts and by the surgery through their text alert system, as well as being shown on the surgery's website. Paper copies were made available and were handed out at the surgery. Entry into a prize draw to win a gift voucher was offered as an incentive for completing the survey.

In total, **698** responses were received online and **93** paper copies were completed and input by surgery staff. There were **791** responses overall.

This report gives all responses, by question and includes analysis where possible and relevant. Where figures do not add up to 100%, this is usually because figures have been rounded. Where respondents could free-write or type their answers, these have been categorised and reported below. Full lists of all comments are available on request.

### Respondent Profile

Patients were asked some questions about themselves to help us understand their responses better. Patients did not have to answer these questions, but many did give this information. Below is a breakdown of the information we collected about the people who completed the survey.

#### **Gender**

432 responses were received from female patients (59.1%) and 293 were from male patients (40.1%). 6 patients (0.8%) used the 'prefer not to say' option for this question. By comparison, 52.5% of patients registered at Grove House are female, so responses from females are slightly overrepresented – not unusual for a satisfaction survey.

#### **Age**

The table below shows the number and percentage of responses received from various age groups:

<b>Age Group</b>	<b>Number of Responses</b>	<b>% of Responses</b>
Under 16	1	0.1%
16 – 24	16	2.2%
25 – 34	41	5.6%
35 – 44	56	7.7%
45 – 54	100	13.7%
55 – 64	159	21.7%
65 - 74	233	31.8%
75 – 84	104	14.2%
85 – 94	15	2.1%
95+	1	0.1%
Prefer not to say	6	0.8%

The majority (53.5%) of responses came from those aged between 55 and 74. This is roughly in line with the age profile of all patients registered at Grove House; patients aged between 50 and 79 make up almost half (48.7%) of all registered patients. However, those from either end of the age range (under 24s and over 80s) are under-represented when survey responses are compared to registered patients.

### **Disability**

434 survey respondents (59.5%) said they did not have any limiting long-term illness, health problem or disability. 255 (35%) respondents said they did and 40 (5.5%) used the 'prefer not to say' option for this question.

### **Surgery Usage**

The majority of respondents (508 respondents – 70.1%) said they usually need an appointment at the surgery for themselves a few times a year. A small minority (76 respondents - 10.8%) said they needed appointments once a month or more frequently. Just over one in 5 respondents (130 respondents – 22.6%) said they also needed appointments at the surgery with someone they had caring responsibility for a few times a year.

These four categories (gender, age, frequency of surgery usage and disability) are used throughout this report to further analyse responses to other questions. Where a particular group is not mentioned in the analysis of any given question, this is because no significant difference was seen in the responses of that group and responses overall.

### **Further Information**

Survey respondents were asked to provide contact details if they wanted to be entered into the prize draw, if they wanted more information about GHPG or if they wanted to discuss their answers to the survey. **361** respondents provided their contact details, the majority indicating that they wanted to be entered into the prize draw. **129** people asked for further information about Grove House Patients Group and **118** wanted to discuss their survey responses. Separate lists of these respondents and their contact details have been provided to the relevant people. The prize draw has been drawn and the winner informed.

### **Survey Results**

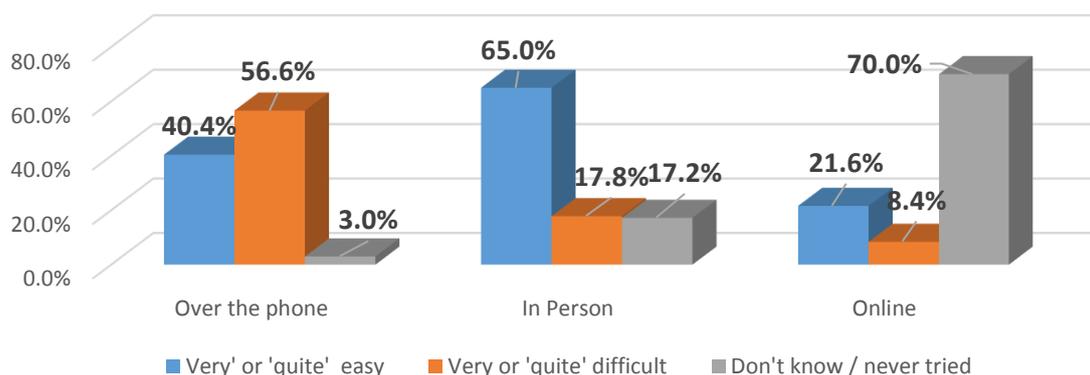
#### **Q1. How easy or difficult do you find it to book appointments in the following ways...?**

The graph below shows answers to this question. For illustration purposes, those who found booking appointments 'very easy' or 'quite easy' have been grouped together, as have those who found it 'very difficult' or 'quite difficult'.

The graph shows that a high proportion of respondents (70%) have never tried to book appointments online. This was true across all age groups; even among the youngest respondents, more than half had never tried to book an appointment online. Patients who need appointments more frequently (once a month or more often) are slightly more likely to say that booking appointments (using any method) is easy or very easy.

In general, respondents found booking appointments in person far easier than doing it over the phone. More than half of respondents found booking appointments over the phone 'very' or 'quite' difficult. Respondents of working age were generally more likely to say that booking appointments in person was difficult and those aged over 75 were the most likely to say booking appointments in person was easy. Younger working age respondents (25 – 44) were most likely to say booking appointments over the phone was difficult.

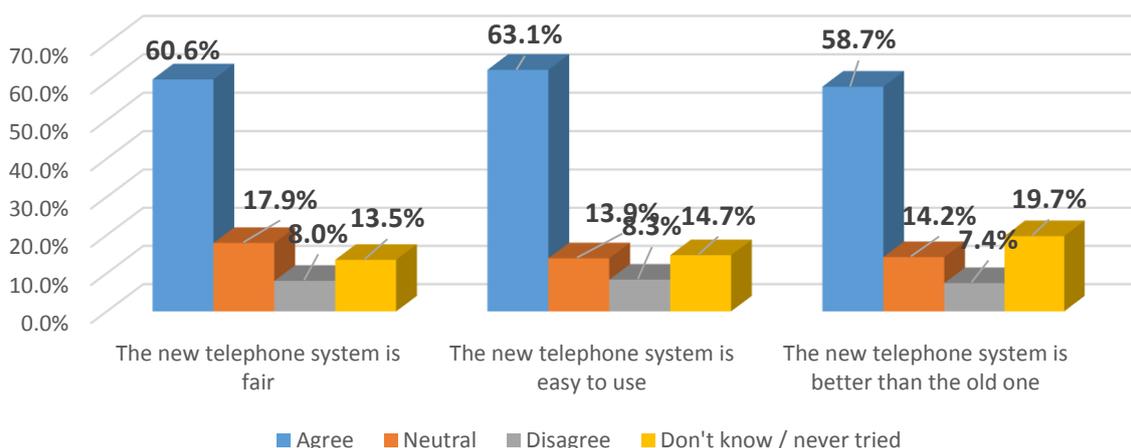
### How easy or difficult is it to book appointments?



### Q2. How far do you agree or disagree with the following statements about the new telephone system?

The graph below shows answers to this question. For illustration purposes, those who 'strongly agreed' and those who 'agreed' have been grouped together, as have those who 'strongly disagreed' and 'disagreed'.

### Feedback about the new telephone system



The graph shows generally very positive feedback about the new telephone system. Around 60% of survey respondents thought it was fair, easy to use and an improvement over the old one. The new telephone system was popular across all groups of survey respondents. Patients who need appointments more frequently (once a month or more often) were even more positive about the new system and female respondents were more positive about it than males.

### Q3. How do you find the opening hours of the surgery?

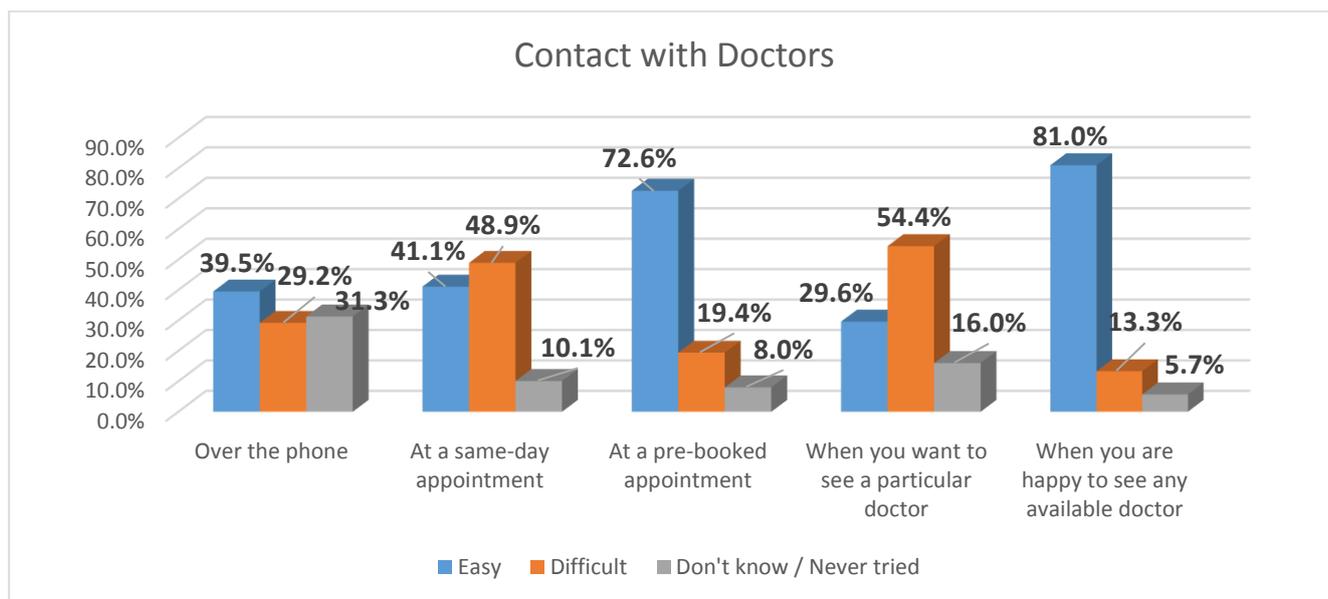
The table below shows answers to this question. For illustration purposes, those who found the opening hours 'very convenient' and those who found them 'quite convenient' have been grouped together, as have those who found them 'quite inconvenient' and 'very inconvenient'.

Surgery opening hours are...	Number of respondents	% respondents
Convenient	599	77.5%
Neutral	106	13.7%
Inconvenient	57	7.4%
Don't know	11	1.4%

More than three quarters of survey respondents find the opening hours of the surgery convenient. Respondents of working age were slightly less likely to find the surgery opening hours convenient. Patients who need appointments more frequently (once a month or more often) were most positive about the surgery opening hours.

**Q4. How easy or difficult do you find it to have contact with a doctor in the following ways...?**

The graph below shows answers to this question. For illustration purposes, those who found having contact with a doctor ‘very easy’ or ‘quite easy’ have been grouped together, as have those who found it ‘quite difficult’ and ‘very difficult’.



Generally, patients find it more difficult to see a Doctor on the same day and when they want to see a particular doctor. Around half of respondents found it difficult to have contact with a Doctor in those ways. Most respondents said that they found it easy to see a Doctor at a pre-booked appointment and when they were happy to see any available Doctor. Almost a third of respondents said they had never tried (or didn't know about) having contact with a Doctor over the phone.

The youngest respondents (Under 24) were most confident that they could have contact with a Doctor (in any way). Working age patients were the least confident that they could see a particular doctor when they wanted to. Female respondents were slightly less confident that they could have contact with a Doctor than males.

**Q5. How satisfied or dissatisfied are you with the waiting times after you arrive?**

The table below shows answers to this question. For illustration purposes, those who were ‘very satisfied’ and ‘quite satisfied’ with their waiting times have been grouped together, as have those who were ‘quite unsatisfied’ and ‘very unsatisfied’.

Waiting times	% Satisfied	% Neutral	% Unsatisfied	% Don't know/ Never Used
To check in at reception	80.4%	11.8%	6.6%	1.3%
For your appointment with a doctor	76.1%	14.2%	8.0%	1.7%
For your appointment with a nurse	83.4%	7.4%	2.9%	6.4%

Satisfaction with waiting times was generally very high – in all cases, over three quarters of respondents were satisfied with their waiting times. Satisfaction with waiting times to see doctors was slightly lower and dissatisfaction was correspondingly slightly higher.

Male respondents were slightly more likely to be satisfied with waiting times, particularly to see nurses or doctors. Dissatisfaction with all waiting times was generally higher among those of working age.

**Q6. Do you ever use the automated check-in system at reception?**

612 respondents (79.5%) said they did use the automated check-in system. 158 respondents (20.5%) said they did not.

Usage of the check-in system was far higher among younger respondents; more than 90% of those aged 16 – 44 use it. Usage generally decreased among patients over 55. Those with a limiting long-term illness, health problem or disability were also less likely to use the automated check-in, although usage was slightly higher among those who visit the surgery more often.

**Q7. If you do not use it, please tell us if there is a particular reason why not.**

This question was only asked to those who said they did not use it in the previous question. There were **117** answers. Some respondents made more than one comment in their response. The most popular ones are listed below.

- **26** people said they preferred speaking to a person on reception. Many said they found it just as easy, or easier to wait and see a receptionist and be checked in by them.
- **20** people said they had not had a reason to use the automated check-in yet. Often this was because they do not attend the surgery regularly or because receptionists had always been available when they visited.
- **18** people said they did not know about the automated check-in machine – either because they had not noticed it, not been told what it was, were new patients or had only been to the Arthur Griffiths Clinic, where there is no automated check-in.
- **15** people had previously had (or were worried about having) problems with the automated check-in not working properly.
- **14** people said there was no particular reason they hadn't used it. A few of these said they would use it in the future.
- **12** people did not feel confident using (or trying to use) it, generally based on their technical abilities.
- **4** people said they had medical problems which prevented them from using it, usually problems with their vision.
- **2** people felt that the machine was dirty and would spread germs between patients.
- **1** said they did not use it because the machine does not tell you where to sit to wait for the doctor.

**Q8. Do you use the Grove House Surgery website for any of the following...?**

The table below shows answers to this question. Respondents could select as many answers as applied to them.

Reason for Visiting Website	Number of Respondents	% of Respondents
Finding surgery contact details	182	24.1%
Booking appointments online	167	22.2%
Ordering repeat prescriptions	169	22.4%
Finding general information about the surgery	219	29.1%
Finding information about Grove House Patients Group	59	7.8%
None of these	348	46.2%
Other reason	30	4.0%

Almost half of respondents (46.2% - 348 respondents) said they did not use the Grove House Surgery website for any of these reasons. Since only 30 people said they used the website for a reason 'other' than those listed, we can assume that most of this group do not use the website at all. It is worth noting that the majority of responses to this survey were submitted online. It is therefore less likely that respondents do not use the Grove House Surgery website because they are unfamiliar with the internet in general.

Of the 30 who said they used the website for 'other' reasons, most were actually reasons for respondents not using the website. There were 2 respondents who said they use the website for accessing their medical records.

Female respondents were generally slightly more likely to use the surgery website for finding general information, although males were more likely to use it for practical reasons (booking appointments or ordering prescriptions). Generally, the most frequent surgery users were the least likely to use the website. In terms of age groups, although usage of the website was still low, those of working age were most likely to use it. Usage among the youngest and oldest respondents was lower, particularly among those aged over 85.

**Q9. If you do not use the Grove House Surgery website, please tell us if there is a particular reason why not.**

This question invited respondents to free-type or write their own responses. There were **263** responses to this question. Some respondents mentioned more than one issue in their response.

- **66** respondents said they had no need to use the website, which possibly indicates a perception that the website serves a limited purpose and a lack of awareness of its practical uses (booking appointments, repeat prescriptions). An additional **20** respondents said that there was no particular reason why they hadn't used the website.
- **55** respondents said that they didn't know the surgery had a website, or that it could be used for services like booking appointments. Many of these indicated that they would try to use it in future.
- **43** respondents said they preferred telephone or face-to-face contact with the surgery. Many said they found it easier, or at least not difficult enough to encourage them to look online for an alternative. Some felt that the issues they would need to discuss with the surgery were too personal for using online services.
- **23** respondents said they did not use the website because of their own lack of suitable equipment – usually an internet connection and/or a computer.
- **21** respondents said they had not yet registered for online services. Some said they would use the website, but had not got round to registering yet, others had experienced problems with the registration process (e.g. lost forms, failed logins).
- **16** respondents did not feel confident and/or comfortable using computers and websites in general.
- **10** respondents had used the website (particularly the online services) but had experienced problems with them. Most said they did not want to wait 2 weeks for an appointment and one had experienced a problem with a repeat prescription order.

It is again worth noting that the majority of responses to this survey were submitted online. The respondents did not tend to be people who were not confident with computers in general and the responses to this question seem to fit with this. The lack of website use seems more attributable to a perception that there is nothing useful on the Grove House Surgery website and a corresponding lack of awareness of the services it offers.

**Q10. Is there anything else you would like to tell us about how easy or difficult you find it to access services at Grove House Surgery?**

This question invited respondents to free-type or write their own responses. There were **354** responses to this question. Some respondents mentioned more than one issue in their response.

**68** respondents were positive (although non-specific) about the surgery services. These ranged from 'Generally satisfied' to 'The services at the surgery are excellent' etc. A few of these said that they felt the surgery was good or excellent 'under the circumstances' (of the wider NHS) or that staff were 'doing their best'.

### **Appointments**

**57** respondents said they had experienced problems getting appointments by phoning up. These mostly related to the time taken to get through; some respondents said they could not get through at all. Many also suggested that the queues on the phone took so long that all the appointments were gone by the time they spoke to anyone.

**28** respondents said that getting an appointment with a doctor or nurse was too hard or that they had to wait too long for one. Appointments for blood tests were mentioned specifically by some respondents. Some also said that this put them off coming to the doctors at all.

**27** respondents were frustrated at not being able to get an appointment quickly with their own (or a specific) Doctor. Many felt that continuity of care was important and that they preferred seeing their own Doctor to any other.

**21** respondents talked about queuing outside the surgery for appointments. Almost all of them felt this was inconvenient but the only way to be sure of getting an appointment.

**18** respondents felt there should be more book-ahead appointments available for non-urgent appointments.

**16** respondents felt that the current appointment allocation system was unfair and/or inconvenient for certain groups of patients – most often parents and those who work. Some noted that those who were unable to queue outside the surgery in the morning were at a disadvantage when it came to booking appointments and **2** suggested that not allowing appointments to be booked in person until later in the day would be fairer.

**11** respondents suggested that the opening hours of the surgery should be extended (evenings, early mornings and walk-in weekend surgeries).

**7** respondents felt that the time available with doctors was too short and wanted longer appointments to be available to avoid delays. 20 minute appointments were suggested.

### **Staff**

**28** respondents made positive comments about surgery staff, particularly their friendliness and helpfulness. However, there were **17** respondents who made negative comments about the staff, including that they had been rude, unhelpful or (in the case of receptionists) asked too many personal questions. Receptionists were the staff most often mentioned in both positive and negative comments.

**18** respondents were worried about the general strain on surgery resources – particularly staff (receptionists, doctors). Many felt that more staff were needed to cope with demand.

### **Other comments**

**15** said that the online booking system was good. Many suggested online services in general should be expanded. However, **7** respondents said that they had experienced problems with online services (although this more often related to prescriptions and logging in that appointments).

**9** respondents commented on queuing times at the surgery – most often to book in at reception. Some suggested a 'ticketing' system so unwell patients could sit down until it was their turn or a separated queuing system.

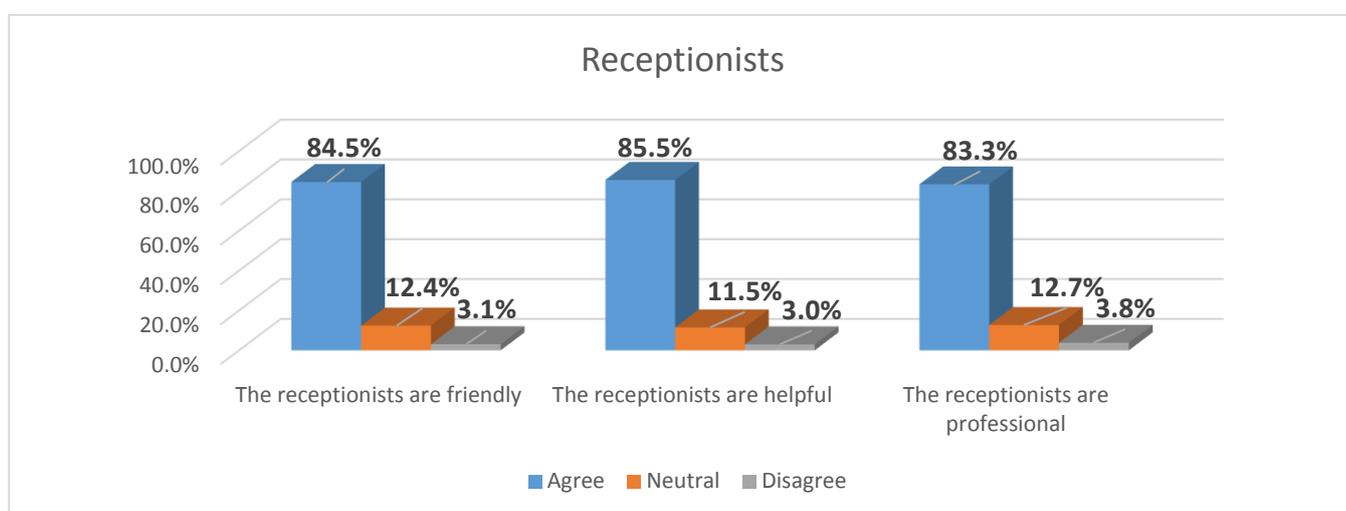
6 respondents said that services at the surgery had improved. The improvement in the telephone system was mentioned specifically by 2 of these. In addition, 4 respondents suggested further improvements to the system, including having different hold music and a clearer recorded message.

5 respondents commented on the automated check-in system. Minor improvements such as introducing it in Pagham, promoting it to more patients and making it clearer which chairs to wait on were suggested. 3 of these respondents said they had had problems with it not working properly.

Other issues mentioned by small number of respondents (2 or less) included the access road to the surgery (too narrow), doctors running late, prescription services and cancelled appointments.

**Q11. In general, please indicate how far you agree or disagree with the following statements about the receptionists at Grove House Surgery.**

The graph below shows answers to this question. For illustration purposes, those who 'strongly agreed' and those who 'agreed' have been grouped together, as have those who 'strongly disagreed' and 'disagreed'.



The chart clearly shows that the overwhelming majority of respondents thought that receptionists at Grove House were friendly, helpful and professional. Neutrality and disagreement were correspondingly low. There was a 'Don't know/Not applicable' option for this question, but less than 0.3% of respondents used it.

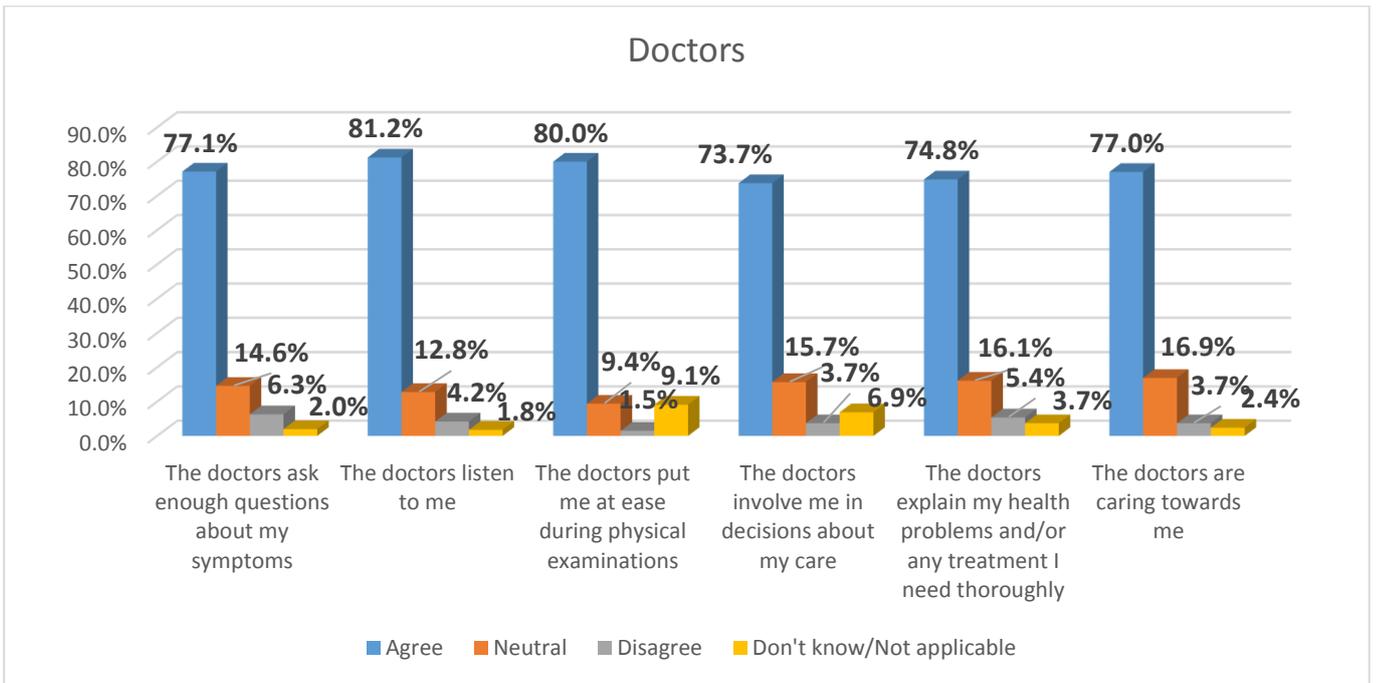
Generally, the most frequent visitors to the surgery were the most positive about the reception staff. The youngest respondents and those of working age were slightly less positive; they were more likely to disagree or remain neutral.

**Q12. In general, please indicate how far you agree or disagree with the following statements about the doctors at Grove House Surgery.**

The graph below shows answers to this question. For illustration purposes, those who 'strongly agreed' and those who 'agreed' have been grouped together, as have those who 'strongly disagreed' and 'disagreed'.

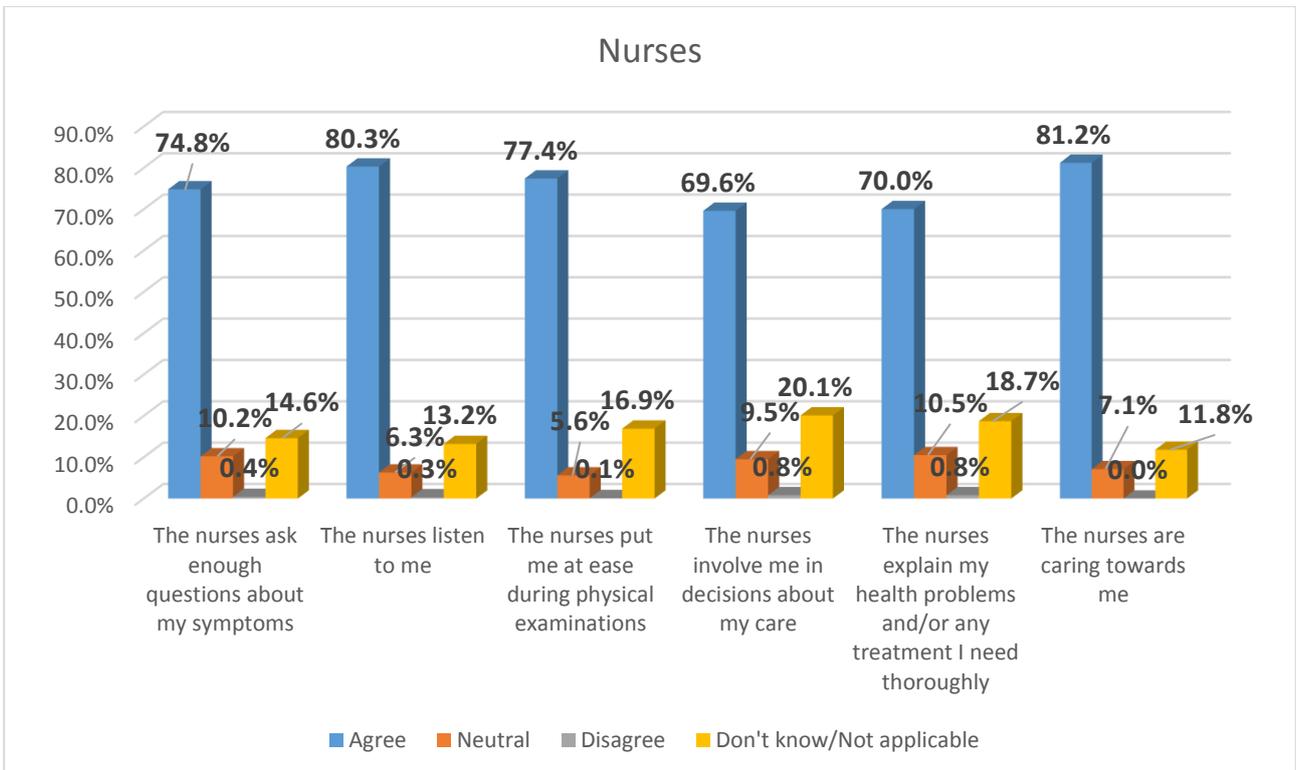
The graph again shows very high levels of agreement with the positive statements about the doctors at Grove House. In all cases, agreement was close to or above three quarters of respondents. The most positive statement was 'The doctors listen to me' with over 81% of patients agreeing with it. The lowest agreement figure was 73.7% ('the doctors involve me in decisions about my care'). The highest disagreement was 'The doctors ask enough questions about my symptoms', which 6.3% of respondents disagreed with.

As with receptionists, the most frequent visitors to the surgery were the most likely to agree with positive statements about the doctors. Those with a limiting, long-term health problem or disability were far more likely to express strong agreement with positive statements about doctors than those who did not.



**Q13. In general, please indicate how far you agree or disagree with the following statements about the nurses at Grove House Surgery.**

The graph below shows answers to this question. For illustration purposes, those who 'strongly agreed' and those who 'agreed' have been grouped together, as have those who 'strongly disagreed' and 'disagreed'.



The graph again shows very high satisfaction levels; again around three quarters of respondents agree with each of the positive statements about the nurses. The most positive statement was 'The nurses are caring towards me', with over 81% of respondents agreeing with it. The lowest agreement figure was 69.6% ('the nurses involve me in decision about my care'). Disagreement with all the statements was remarkably low – less than 1% of respondents for all statements. The 'Don't know/Not applicable' option was used far more

often for nurses than for doctors or receptionists, perhaps reflective of how many patients have contact with nurses compared to receptionists or doctors.

Once again, the most frequent visitors to the surgery were the most positive about the nurses and strong agreement was expressed most often by those with a limiting, long-term illness or disability. Male respondents were slightly more likely to be positive than female ones. The oldest respondents (Over 85s) were the least likely to be positive about the nurses, whereas those only slightly younger (75 – 84) were the most positive about them.

**Q14. Please tell us if there is anything else you would like to say about staff at Grove House Surgery.**

This question invited respondents to free-type or write their own responses. There were **237** responses to this question. Some respondents mentioned more than one issue in their response.

**112** respondents made positive comments about staff. These ranged from the enthusiastically positive ('they are all excellent') to the more subdued ('Overall, I am satisfied with their standard of care and consideration'). Positive words used about staff included 'professional', 'polite', 'helpful', and 'friendly'.

In addition, **41** respondents singled out various groups of staff or individuals for praise. The receptionists were mentioned positively by **7** respondents (Amy was singled out particularly by one), secretarial staff by **4** respondents and nurses by **16** respondents (Sharon (x3), Bev (x1) and Trish (x2) came in for individual praise). **15** respondents singled out the Doctors for positive comments; those mentioned by name were Drs Banna (x4), McCauley (x2), Parkinson (x2), Bramall (x1), Jain (x1), Terris (x1) and Napier (x1).

**33** respondents commented about varied service saying that some staff were excellent and others were not so good. Of these, **7** applied this to receptionists; saying some receptionists were 'friendly' and 'polite', while others were 'unfriendly' and 'curt'. Many (**17** respondents) applied this comment to Doctors; using positive comments about attention to detail and listening and negative comments including 'rushed' and 'uncaring'.

**25** respondents made negative comments about surgery staff. Of these, **8** were non-specific and included failures of admin systems (referrals etc.), **6** related to Doctors (e.g. giving conflicting advice, using manuals), **2** related to nurses (e.g. 'telling patients off') and **9** related to receptionists (being 'curt' and 'nosy').

**15** respondents felt that their time with doctors was rushed. Some wanted longer appointments, or to be allowed to raise more than one problem. Some felt the doctors were rushed because they have to see as many patients as possible.

**14** respondents thought that the surgery staff do a good job in difficult circumstances. Most mentioned staff shortages and large numbers of patients.

**8** respondents said that it was hard to see or speak to a Doctor. **6** respondents said they were not frequent visitors to the surgery, so couldn't comment on the staff. **4** respondents commented on a lack of continuity of care; reporting seeing several different doctors and having to explain symptoms each time.

**Q15. How likely or unlikely would you be to recommend Grove House Surgery to any of your friends and family?**

Almost half of patients (45.2%) said they were extremely likely to recommend the surgery. Another 33.7% said they were quite likely to. Overall, 78.9% (585 respondents) said they were likely to recommend the surgery. 8.0% (59 respondents) said they were unlikely (quite unlikely or extremely unlikely) to recommend the surgery and 13.1% (97 respondents) remained neutral.

Male respondents were slightly more likely to recommend the surgery than female ones; instead, female ones were more likely to remain neutral. Generally, those who visited the most frequently were most likely to recommend the surgery, with likelihood decreasing along with frequency of visits. The youngest respondents were the least likely to recommend the surgery and, generally, older respondents were much

more likely to say they were 'extremely likely' to recommend the surgery. Among the over 75s, more than 50% were 'extremely likely' to recommend the surgery.

### **Q16. Do you have any comments or suggestions for how we could improve the service to patients at Grove House Surgery?**

This question invited respondents to free-type or write their own responses. There were **281** responses to this question. Some respondents mentioned more than one issue in their response.

#### **General**

- **26** respondents made positive comments about the surgery. Some said things were fine as they were, that they were satisfied (or pleased) with the services and/or had recommended the surgery to other local people.
- **14** respondents suggested improvements to the telephone system. These ranged from stopping the 'hold' music to a louder, clearer recorded message and answering the phones more quickly.
- **11** respondents suggested practical improvements to the waiting room, including light up signs for the doctors, an electronic patient feedback system, Wi-Fi, drinks machines and magazines.
- **9** respondents wanted to see the website and communications technology improved and expanded. The mobile phone reminder service was mentioned positively and suggestions for additional information for the website were patient rights and feedback and additional prescription services.
- **5** respondents talked about the repeat prescription service. Some had experienced problems getting repeat prescriptions, but most put this down to pharmacies.
- **4** respondents said that the length of queues in the surgery should be addressed. Some also suggested how queuing could be made easier for unwell patients (seating, ticketing system).
- **4** respondents said they had not visited the surgery, or did not visit often enough to comment.
- **3** respondents thought that the surgery should stop taking on new patients.
- **3** respondents wanted to see internal communication at the surgery improved.

#### **Staff**

- **27** respondents said that more staff were required or that the staff shortages affected patient care and satisfaction. Of these, **13** felt that more medical staff (Doctors and/or nurses) were needed. **4** said more receptionists were needed.
- Reception staff came in for some criticism from respondents in answer to this question. **18** respondents felt their service should be improved. Some respondents mentioned a 'slightly frosty' telephone manner, a perceived lack of friendliness and warmth towards unwell patients and the questions they ask patients, which some felt were too personal and/or obstructive.
- **8** respondents felt that doctors did not listen to them or engage with them properly during consultations and that this should be improved.

#### **Appointments**

- **26** respondents wanted more appointments to be available or for it to be easier to get an appointment.
- **18** respondents suggested evening and weekend opening hours would be more convenient for patients and help to relive pressure on the appointments system.
- **18** respondents said they would like to see more book-ahead appointments made available.
- **15** respondents expressed frustration at not being able to see their own doctor (or a preferred doctor) as quickly or as regularly as they would like.
- **14** respondents commented on the queue outside the surgery at opening time. Some suggested ways to make the experience easier for the elderly and unwell (suggestions included a ticketing system, a

shelter or covered walkway, seating). Most felt that, although inconvenient, queuing outside the surgery at opening time was the best or only way to guarantee an appointment that day.

- **13** respondents wanted longer appointment times, or to be allowed to see the doctor about more than one problem at one appointment.
- **11** wanted to see more same-day appointments, or for it to be easier to get a same-day appointment. Many of these said they would like to be able to ring later in the day (usually because the first hour is so busy on the phones or is inconvenient for them) and still get a same-day appointment.
- **7** respondents wanted the doctors to run on time, or a notification system to tell patients when they were running late and by how long.
- **7** respondents wanted to see improved procedures and reliability for follow-up consultations (including receiving of test results)
- **6** more respondents wanted the online appointment booking system to be expanded and potentially put on an equal footing with phone bookings.
- **3** respondents wanted to see alternative methods of having contact with doctors. Skype, an email system or very short consultation (possibly over the phone) were suggested as ways for patients to have contact with a Doctor without the need for a full appointment.

Other responses given by a small number (**2 or less**) of respondents included:

- The possibility of the surgery offering charged-for services e.g. flu jabs
- A triage nurse to assess patient's need for an appointment
- A ban on mobile phones/games in the waiting area
- Expanding services at Arthur Griffiths Clinic
- Improved mental health services
- Encouraging more patient-led services including support groups (possibly online) for those with long term conditions and sessions on healthy living.

**Q17. Please select up to three things that Grove House Patients Group do that are most important to you.**

The table below shows answers to this question, with possible GHPG activities ranked according to their importance to respondents.

Rank	GHPG Activity	Number of Respondents	% of Respondents
1	Helping to improve surgery services	425	67.7%
2	Representing patient needs and interests	417	66.4%
3	Communicating important information to patients	277	44.1%
4	Fundraising for additional equipment not provided by the NHS	270	43.0%
5	Providing transport services for less mobile patients	232	36.9%
6	Organising and promoting talks on a variety of health-related subjects	118	18.8%

Around two thirds of respondents thought that helping to improve surgery services and representing patient needs and interests were the most important things GHPG did. More practical activities including providing transport and organising health talks were at the bottom of the list. This trend could be reflective of the limited impact of transport and health talks in terms of patient numbers. The activities at the top of the list tended to be more generalised and of benefit to larger numbers of patients.

Fundraising activities were slightly more important to female respondents than male ones, while male respondents were more likely to say representing patient needs and interests was important. Representing patient needs and interests was more important to younger respondents, while providing transport services and fundraising for equipment was more likely to be important to older respondents.

### **Q18. Is there anything else you think Grove House Patients Group should be doing, or doing more of?**

This question invited respondents to free-type or write their own responses. There were **122** responses to this question, although around half (**55**) simply said 'no' or variations of it. Some respondents mentioned more than one issue in their response.

- **18** respondents said they did not know about GHPG or what they do. Some suggested the group should have more publicity at the surgery, online or in the form of regular newsletters to inform patients of their work.
- **13** respondents made positive comments about the work of GHPG. Most said they were pleased with the work GHPG do to support the surgery. One singled out supporting the flu jab clinics in particular.
- **8** respondents commented on surgery related issues including a lack of staff and difficulty in getting appointments.
- **7** respondents thought that GHPG should put more pressure on the surgery and/or wider NHS to resolve key issues for patients including lack of appointments, capacity issues and encouraging positive relationships between patients and staff.
- **6** respondents suggested issues or health conditions that could form the subject of health talks. These included parenting, heart conditions (including defibrillator use), weight loss, mental health and alternative treatments (nutrition, homeopathic medicine).
- **3** respondents suggested that GHPG could recruit more volunteers through coffee mornings.
- **3** respondents talked about fund raising and its importance. One felt the entrance fee for GHPG fundraising events was too high.
- **2** respondents mentioned practical improvements that GHPG could facilitate; a separate waiting area for children and a hearing loop.
- **1** respondent said it was important for GHPG to work with other local patients groups to 'improve co-operation and effectiveness'
- **1** respondent said the group needed to maximise participation and address the wider issues in order to be effective.

### **Draft Surgery/GHPG Action Plan**

- Expand and extensively promote booking appointments online wherever possible.
- Investigate ways to make booking appointments over the phone easier for the majority, with particular reference to working age patients.
- Continue to support the new telephone system in recognition of its popularity with most patients.
- Maintain surgery opening hours that patients find convenient and consider extending them earlier and/or later in the day (or having more appointments available at these time) if possible.
- Improve patients' access to Doctors by promoting telephone consultations where possible and exploring alternative methods of contact between doctors and patients (Skype, email or similar).
- Review the balance between pre-booked and same-day appointments with the aim of making doctors' appointments easier for those with commitments (work, children etc.) and reducing the need for queuing outside the surgery at opening time.
- Maintain high satisfaction levels with waiting times when patients attend for appointments.
- Encourage usage of the automated check-in system among older patients and others by promoting it further and supporting people to use it where possible.
- Develop use of the surgery website into a time-saving tool for patients and staff. Encourage wider use of the website for practical tasks e.g. booking appointments or ordering repeat prescriptions. This could include training sessions for patients, streamlining the registration process for online services and/or expanding the number of services accessible online.
- Maintain high satisfaction ratings for all surgery staff, while monitoring complaints and criticisms to ensure issues are not repeated.

- Take into account respondent feedback about GHPG activities and review provision of those activities that impact fewer patients.