

Lawns Medical Practice
Lawns Patient Participation Group Practice Survey 2013/14

The 2013/14 patient survey was discussed at Lawns Patient Participation Group (LPPG) meetings and an agreed set of questions was formulated.

The PPG organised a rota of members to attend the practice over a three day period, on 19th, 20th and 21st October, to hand out the surveys and encourage and help patients to complete them.

A total of 162 questionnaires were completed and the following is a breakdown of the results:

Sex

Male	68
Female	84
Not stated	10

Age

Under 18	14
18 – 34	23
35 – 50	20
51 – 65	31
65 – 75	33
Over 75	40
Not stated	1

Appointment booking method

In person	40
Phone	129
Fax	0
Online	9
More than one method	16

Helpfulness of reception staff?

Very	131
Fairly	30
Not very	0
Not at all	0
Don't know	0
Not answered	1

Helpfulness of dispensary staff?

Very	117
Fairly	25
Not very	0
Not at all	0
Don't know	14
Not answered	6

GP - Did the GP listen, explain tests and treatment and involve you about your care?

Very good	94
Good	36
Neither good nor poor	5
Poor	0
Very poor	0
Not applicable	18
Not answered	9

GP - How well did the GP treat you with care and concern, and was respectful of your dignity?

Very good	99
Good	38
Neither good nor poor	4
Poor	0
Very poor	0
Not applicable	14
Not answered	7

Nurse/HCA – did he/she listen, explain tests and treatments and treat you with dignity?

Very good	75
Good	25
Neither good nor poor	2
Poor	0
Very poor	0
Not applicable	35
Not answered	25

Overall experience at the surgery?

Very good	110
Good	47
Neither good nor poor	4
Poor	1
Very poor	0
Not applicable	0
Not answered	0

Awareness of Carer's Meetings

Yes	17
No	132
No, but would like to attend	1
Not answered	12

Long Term Health Condition

Yes	91
No	59
Would rather not say	12

Name of condition

See list below

Number of patients who would like health education sessions

Yes	12
No	132
Not answered	18

Number of patients who received help from other organisations

Yes	16
No	115
Not answered	31

Where patients heard about the organisations that helped them

GP	15
Nurse/HCA	2
Leaflet at surgery	7
Personal research	1
CAB	3
Other	9
Not answered	125

Opinions for improvements to the surgery to give patients better access to medical information

Internet in waiting room	29
Talks by support groups	26
Better leaflets	23
Not answered	78

Suggestions for improvements to surgery opening times to improve access to medical support

See list below

Patients who wished to join PPG 4

Patients happy with OOH and emergency response in Diss

Yes	28
No	27
Not answered	107

Breakdown of LTC

AF	4
Angina	1
Angina	1
Arthritis	8
Asthma	9
Autoimmune	
polymyositis	1
Bowel cancer	1
Chrohn's disease	2
Crumbling spine	1
Damaged Knee	1
Depression	1
Diabetes	20
Diverticular Disease	1
Enlarged prostate	1
Gastric Probs	1
Glaucoma	1
Haitus hernia	3
Heart Problems	3
High Cholesterol	2
Hypermobility	1
hypertension	17
Hypothyroid	2
IBS	2
indigestion	1
Leaking bladder	1
Low BP	1
Lumbar	1
MS	1
neck	1
Old Age	1
Pernicious anaemia	1
Polymyalgia	3
Psoriasis	2
Reynaulds	3
Rheumatoid arthritis	3
Short stature	1
Stroke	1
Sygrems	1

trapped nerve in spine 1
Ulcerative colitis 2

Suggestions to improve access to the surgery and OOH comments relating to the practice:

Weekend opening
Evening GPs up until 2100
Saturday morning opening
Minor injuries unit based at Hartismere
OOH based in Diss – not Long Stratton
Xray in Diss
Surgeries at the weekend
More weekend
Surgery available at the weekend
Local doctor available at the weekend
Weekend surgery
Should not have to go to Norwich for treatment
Weekend cover
We need a good local presence at weekend
Should be local cover
Weekend cover
Weekend cover
Weekend cover
Weekend surgery
Link 2 items in one visit, i.e. doctor and nurse
Better weekend cover at the surgery
Make it easier to book an appointment
Weekends
Had to use out of hours - it was not easy
Weekend cover in Diss
OOH service not very good
Miss Roydon OOH
Concerned about the efficiency of OOH
Open weekends
Ambulance service very good
OOH moved to Long Stratton not so convenient
Access to chosen GP without 3 week wait
No local presence
No local doctor
Poor at weekend
Xray in Diss
Xray in Diss
People like to see a local doctor
Weekend very poor
Would like the practice to be more proactive to health needs rather than reactive
Doctors should be on

Should not have closed Roydon
There should be a local doctor on call at weekends
Better access at weekends
Have to come to the surgery to order repeat prescriptions, will not take telephone requests
Later opening hours
GP on call at weekends
Saturday mornings
Saturdays
More appointments somehow please – two weeks is too long to wait to see your own doctor
Weekends
Closure at stables

Suggestions for surgery

Coffee machine	5
Better parking	2

Discussion with PPG – 05.02.14

LPPG was very pleased with the outcomes of the survey, outlined above, with only one patient stating that they felt that their overall experience at the surgery was poor.

LPPG discussed in detail the comments and suggestions that patients listed for us and it was noted that there was a very strong opinion that the practice should provide weekend cover for patients. It was decided that until current NHS England and BMA discussions regarding the proposed 8 am until 8 pm, seven days a week opening for general practice was finalised that the practice should await government instruction.

It was noted that an equal amount of patients would like to see access to the internet in the waiting room, better leaflet displays and talks by support groups.

The Practice Manager explained that there were plans in progress to have a new and improved practice website and discussed with the group the possibility of an electronic link to the NHS Choices website for patients to be able to access good, GP approved, health information more easily. The group welcomed this suggestion and the Practice Manager agreed that she would add this electronic link.

The new website is due to be up and running by the end of March 2014, if there are no complications.

Action Plan:

Better Access to Medical Advice and Education - The Lawns Medical Practice will include a web link within their website to help provide better access to an approved health information site.

Patients Requesting Access to The Internet In the Waiting Room - The managers from both the Lawns Medical Practice and Parish Fields got together later that afternoon and Ann Steele explained to Simone Johnson that the survey showed that a number of Lawns patients would like access to the internet in the waiting room. The managers agreed that they would propose to their PPGs the suggestion that a joint application be made to the Friends of Diss Health Centre to request funding for the installation of a workstation with a computer providing access to only one NHS health advice website (NHS Choices). The managers have arranged to meet on 20th March 2014 at 1500 to compose a business case for their request to the Friends of Diss Health Centre.

Ann Steele has sent this proposal to the Secretary of LPPG so that he can disseminate the idea to the other members.

06.02.2014

Ann Steele

Practice Manager

Update of Achievements 17.11.14

Practice Website – lawnsgp.com

The new website is working well. It has more facilities for patients including:

- News flashes on the home page
- Appointment booking
- Repeat prescription requesting
- Patient registration forms
- Etc

The website is still very much a work-in-progress but we have already had some good feedback from patients.

Internet Access in the Waiting Room

After discussion with the Practice Manager for Parish Fields it was agreed that we do not have enough space for a computer with internet access. Such a computer would need to have privacy and the waiting room already services both practices and the community team patients.

Saturday Morning Clinics

There have been two Saturday morning flu clinics which were very well received by the patients.

Early Opening

Appointments are now available with one of our Health Care Assistants from 0730.