

CEDAR CROSS MEDICAL CENTRE

PATIENT SURVEY REPORT AND
ACTION PLAN 2018/19

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1. Introduction

At Cedar Cross MC we are pleased that we continue to have an established PPG (patient participation group) of 11 members who meet quarterly to discuss various current and topical areas of health care services provided within Knowsley, primarily focusing on identifying potential priority areas of improvement within the practice. Some members of our group are also proactively involved in other community lead initiatives

Following discussion and agreement with the PPG it was decided to establish through questionnaire patients awareness and feedback on the Extended hours GP Service also evaluate the use of practice online services.

2. Methodology

Unfortunately due to changes in the practice website provider the practice was unable this year to offer the questionnaire online. The collection method was opportunistically achieved in paper format only.

3. Results

When examining the outcome of this patient survey the following factors should be given consideration. The current practice population is 3708 and continues to rise. A total of 104 questionnaires were completed nevertheless, this is a small patient sample and therefore does not give an accurate reflection of patient views or position. However, it is still of significant value to evaluate the results. We would like to thank those who took part in completing the survey.

We also feel that it is necessary to give a current background on the demographical information of our population and the cross section of participants, 96% of the patients who completed the survey were White British. No views if the patients were gender bias as the number of males and females was evenly matched and the age of patients who took part was sporadic across the age ranges however the most heavily weighted group was between the ages of 45-64.

The purpose of the survey was very specific, this being to gather patient's views and responses with regard to the extended hours GP Service and the usage of online patient access

Extended Hours GP Service

It is apparent that patients are very aware of the Extended Hours GP Service with 80% of the survey participants stating this however only 29% had used the service. This outcome could be for several reasons, primarily because the patients are able to access appointments and services within the times provided by the practice. It could also be because of the nature of the service some patients may be unwilling to access this e.g., unfamiliar general practitioners or the service locations having to travel to the location. The service is provided across 4 sites Kirkby, Huyton, Halewood and Whiston however Whiston is limited to weekday evening appointments only.

Nevertheless when examining the outcome of the responses 71% of participants stated that they would be willing to access the service and of the 29% who had accessed the service were extremely happy with the care service provided to them.

Online Patient Access

As stated earlier the practice current population is that of 3708 and figures as of 31/1/2019 on NHS Digital POMI data (Patient Online Management Information) report the practice currently has 24.87 percent of our practice population registered for online services. The aim is to reach 25% by March 2019 this is expected to be achieved given the current report results.

The survey results established that 80% of the survey participants had access to the internet although only 32% of respondents indicated they had registered for online services. It is also clear that specific online services are more popular. Patients in the main use online services to order repeat prescription and to book appointments. With regard to accessing medical record only 2% of participants stated that they would use online facilities for this purpose.

Conclusion / Actions

On reflection as stated earlier this is a small sample of our current patient population and their views. For future surveys we would wish to improve on the number of patients participating in order to give a more concrete view of the services in question. However, we feel that a large contributing factor to this on this occasion when the survey was conducted patients were unable to access the survey on line due to the fact the surgery was in the process of changing our website provider and the facility to load surveys via the new provider was not enabled.

For the practice moving forward with further surveys we have considered how we can improve the participation levels and will explore other methods available to the practice with the possibility of using our MJOG text messaging service along with our usual method.

We as a practice will also continue to monitor and promote the usage of online services and aim over the next 12 months to increase the number of patient's users to 30%. Due to technology enhancements the practice has received in the last 6 months it is hope this can be utilised to promote the benefits of using online services to practice patients.

The outcomes of the survey were discussed with the practice team on 7/2/19 and also with the practice PPG on 5/3/2019. It is agreed with both the practice team and the PPG that the practice survey has provided positive feedback in the areas surveyed.

Appendix 1

Appendix 1 is a list of additional comments written by patients who completed the survey. We are pleased to report we found only positive comments about the services the practice provides, also positive comments were noted in regards to the extended hours service.

Appendix1

Comments

- ❖ Very Good
- ❖ Excellent Service
- ❖ Excellent staff nothing too much trouble, I would recommend this practice to others.

- ❖ Keep up the good work
- ❖ The office and phone staff are very helpful and polite
- ❖ Always very helpful and supportive , good patient care Very happy with the service
- ❖ I am very satisfied with the excellent service and care I receive. No suggestions necessary.
- ❖ Please don't take away human contact , it is important to see a friendly face.
- ❖ Keep up the excellent work
- ❖ This GP practice is fab

Cedar Cross Medical Centre

Patient Participation Group

If you are interested in getting involved with the practice Patient Participation Group. Please speak to the Practice Manager who will explain in more details what the group does. New members are always welcome to join the group.

We generally meet once every quarter usually in the afternoon on a Tuesday.

