

PP DES Action Plan TEMPLATE

Surgery Name: Broughton Gate Health Centre

Based on 200 completed surveys

Survey section	Survey Question	Survey results - "What you said" (Enter percentage results)	Action required? Yes/No	Actions agreed	Deadline for agreed actions
Accessing your GP services	When did you last see or speak to a GP at your GP Surgery?	In past 2 weeks 49.2%. 2w - 3m 37.7% 3-6months 8.5% 6-12 months 1.5%. Over 12 months 0.5%. I have never seen a GP at my surgery 2.5%	N/A		
	How often do you see or speak to your preferred GP?	Always or most of the time 9.8%. A lot of the time 14.4%. Some of the time 35.1%. Never or almost never 17.5%. Not tried at this surgery 23.2%	Yes	Review doctors and sessions so that we reduce the amount of different doctors we have at the surgery	Apr-12
	When did you last see or speak to a nurse at your GP surgery?	In the past 3 months 51.3%. 3-6 months 22.3%. 6-12 months 11.2%. More than 12 months 6.1%. I have never seen a nurse 9.1%	N/A		
	Generally, how easy is it to get through to somebody on the phone at your surgery?	Very easy 27.5%. Fairly easy 54%. Not very easy 10.5%. Not at all easy 6%. Haven't tried 2%	Yes	Members of PPG were happy with getting through to the surgery however a review of staffing and can we have the calls going into the back admin office as an overflow?	Mar-12
	How helpful do you find the receptionists at your GP surgery?	Very helpful 75.3%. Fairly helpful 23.2%. Not very helpful 1%. Not at all helpful 0.5%	Yes	Members of PPG were happy with the reception team. However all staff to attend patient care training.	Oct-12
Making an	The last time you tried were you able to see or speak to someone within your desired timescale?	Yes 75.4%. No 18%. Cant remember 6%	Yes	Members felt that this response was impressive. PM and CL are already currently looking at reviewing doctors sessions in order	Mar-12
	If you were unable to get an appointment or the appointment was inconvenient, why was that?	No appts for the day I wanted 51.7% No appts for the time I wanted 20.4%. Couldn't see preferred GP 4.8% Couldn't book ahead 15% other 8.2%		Members felt that these answers did not mirror the answers for the question before so we didn't concentrate on this	

appointment	What did you do on that occasion?	65% of the patients took another appointment. 2 % had a telephone consultation. 12.3 % went to walk in centre or A&E. 2.9% saw a pharmacist. 12.3% contacted the surgery at another time. 5.1% didn't see or speak to anyone	Yes	CL and PM to review the A&E and walk in centre attendances and see how we can reduce these as members felt that these would be very costly visits.	Apr-12
	Overall how would you describe your experience of making an appointment?	8% poor/ 26.3% ok. 65% ok - excellent	No	PPG members felt that there was no action required	
Waiting time	How long after your appointment time do you usually wait to be seen?	3.6% don't have set appt time. 10.3% less than 5 min. 63.4% 5-15mins. 22.2% more than 15 mins. 0.5% can't remember	No	PPG members felt that there was no action required	
Your last GP or Nurse appointment	Last time you saw or spoke to a GP at your surgery, how good was that GP at each of the following?	Results 3.9-4	No	PPG members felt that there was no action required however it was commented that less use of locums would improve the care at the surgery	
	Last time you saw or spoke to a Nurse at your surgery, how good was that Nurse at each of the following?	Results 5	No		
Opening times	Is your GP surgery currently open at times convenient for you?	98% yes. 2% no or can't remember	No		
	Which of the following additional hours would make it easier for you to see or speak to someone? (please tick all boxes that apply to you)	Before 6 19.6% Lunch 14.6% After 6.30 29.6% Sat 24.1% Sun 22.1% None of the above 16.1%	No		
Overall experience	Overall how would you rate your experience of your GP surgery?	96% ok - excellent	No	PPG members felt no action was required	
	Would you recommend your GP surgery to someone who has just moved to the local area?	7% definitely not. 21.9% maybe. 70% maybe - definitely	No	PPG members felt no action was required	
Managing your health	Do you have a long standing health condition?	Yes 35% No 59.9% Don't know 5.1%	N/A	N/A	N/A
	If you have a long standing health condition, do you feel you have had enough support in the last 6 months from local services or organisations to help you manage your condition?	Yes definitely 17.7% Yes to some extent 32.3% No 8.9% Not needed 5.6% Dont know 3.2% NA 32.3%			

	Would you be interested if clinics were available to help you manage your condition?	80% yes. 20% no	Yes	CL and PM to discuss with current patients with conditions what services they would like to know about and PM to utilise waiting room to display leaflets	
OOH	Do you know how to contact an out-of-hours doctor?	51% yes. 48% No	Yes	PM to display posters in reception providing out of hours details	Mar-12
	How do you feel about how quickly you received care from the out-of-hours GP service?	This question didn't apply to the majority of patients to no action	No		
	Overall how would you describe your experience of the out-of-hours service?	Majority of patients ok - excellent	No		
Additional questions	Would you be interested in knowing more about the Patient Reference Group, which is a group where you can get involved with shaping the healthcare at your surgery? (if yes please leave your details with a member of staff)	16% yes. 84% no	No	We already have the PPG promoted and have 6 members would are in the group.	
About you	Are you male or female?	Male 34.2% Female 65.8%	N/A	N/A	N/A
	How old are you?	Below 18 2.1% 18-24 15.9% 25-39 46.2% 40-54 19.5% 55-69 13.8% 70+ 2.6%	N/A	N/A	N/A
	What is your ethnic group?	White english 57.14% white indian 2.55% other white 5.61% white and black caribbean 4.08% white and asian 1.02% indian 8.67% pakistani 3.06% chinese 0.2% black british african 9.18% black british caribbean 2.55% arab 0.51% other 3.57% other mixed 1.02	N/A	N/A	N/A
	Are you the parent or guardian of any children living at home?	Yes 45.6% No 54.4%	N/A	N/A	N/A
	Are you a deaf person using sign	Yes 0% No 100%	N/A	N/A	N/A
	Which of these best describes you?	Never smoked 60.6% Former smoker 21.8% Occasional smoker 8.3% Regular smoker 9.3%	N/A	N/A	N/A
	Do you look after or give any regular unpaid support or help to any family member, friends or neighbours each week because of long term physical or mental health, disability or problems related to old	no hours 89.1% 1-9 hours 2.1% 10-19 1.6% 20-34 1% 35-49 2.6% 50+ 3.6%	N/A	N/A	N/A

	Which of these best describes your sexuality?	hetosexual 92.5% gay/lesbian 3.1% bisexual 0.6% prefer not to say 3.1% other 0.6%	N/A	N/A	N/A
	Which of these best describes your religion?	no religion 35.1% buddhist 0.5% christian 44.3% hindu 7.2% jewish 0.5% muslim 4.6% sikh 0.5% other 4.1% prefer not to say 3.1%	N/A	N/A	N/A