

Sunny Meed Surgery

Virtual Patient Representative Group

Report

March, 2013

Sunny Meed is a 4 partner GP Practice in Heathside Road Woking with a branch surgery at Goldsworth Park Health Centre.

Currently we have 8,807 registered patients broken down into the following age/sex groups:

Age	0-4	5-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-89	90+
Males	322	619	362	580	704	721	523	340	241	56	18
Females	275	574	354	603	634	652	425	370	279	103	52
TOTAL	597	1193	716	1183	1338	1373	948	710	520	159	70

Current Access Arrangements

Sunny Meed is open from 8 am to 6.30 pm Monday to Friday. Our branch surgery at Goldsworth Park is open 8 am to 6.30 pm on a Monday, Tuesday, Thursday and Friday, and from 8 am to 1.30 pm on a Wednesday.

We offer the following range of appointments

On the day
Pre-bookable/routine
Telephone appointment

Patients that feel they need an urgent appointment will be seen on the same day by either a Doctor or a Nurse Practitioner, whoever is most appropriate to deal with the problem.

For non urgent appointments, patients can pre-book with a GP or Practice Nurse of their choice.

Patients can also pre-book appointments with the Practice Phlebotomist and the Health Care Assistant.

We also offer routine telephone appointments with the GPs. Patients that wish to speak to one of the Practice Nurses can make a request for the Practice Nurse to call them at a mutually agreed time.

Creating the PRG

Sunny Meed started collecting details from patients that wished to join the group in the summer of 2011 and has continued to do so. We did this by displaying notices in the waiting room, on our LED screen and on our website. Patients completed the form together with their e-mail addresses so that we could contact them to carry out a survey. Following the survey we discussed the priorities that we should action and create a plan.

PROFILE OF PRG GROUP

Members	Virtual Members	Others
281	281	0

Age	Under 16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-89	90+
Males	0	2	19	14	15	15	21	12	4	0
Females	0	10	42	35	35	27	21	7	2	0

Total Males – 102 Females – 179

ETHNIC GROUP

The above was made up of the following Ethnic Groups: –

White British – 201

Asian British (Indian) – 21

Irish – 4

Any other – 55

Objective

Our objective is to continue to involve patients to participate in shaping the decisions and range of services that we currently provide and those in the future. We also want to encourage more patients to join the group so that we have a broader range of ideas.

Last year we agreed to focus on the following:

Clinical Care
 Getting an appointment
 Reception
 Opening times
 Modernising communication methods

Improvements from last year's survey:

On-line booking of appointments
 On-line requests for repeat medication
 Display opening times on all entrance doors

We have now introduced the above, however from the results of this year's survey (March 2013) we note that we need to make patients more aware of the on-line systems.

This year's survey, March 2013

We e-mailed all the patients in the PRG to take part in the survey and from the results we have established the following:

61.97% get to see the Doctor that they prefer most of the time, 21.13% some of the time, 5.63% never or almost never.

78.57% are very satisfied with the clinical care they receive from the Doctors at this surgery, 17.14% are satisfied and 4.29% are not satisfied.

60.56% are very satisfied with the opening hours of the surgery, 33.80% are fairly satisfied and 5.63% are not satisfied.

Some patients seem to be unclear of the surgery opening times.

81.69% are aware that the surgery offers telephone appointments with the Doctors and Nurses, 18.31% were not aware.

76.81% would like us to improve communication with them by providing On-line appointment booking, 52.17% would like us to provide e-mailing

of routine appointment requests, 68.12% would like us to E-mail results where appropriate.

7.04% of patients said that they found it very easy to get through on the telephone, 40.85% found it fairly easy, 26.76% not very easy and 25.35% not at all easy.

41.67% said it was very easy for them to see a nurse at the surgery, 43.06% said it was fairly easy and 8.33% said it was not easy.

78.2% of patients that had seen a nurse said that they were very satisfied with the care that they received, 17.39% said that they were quite satisfied and 1.45% said that they were not satisfied.

67.61% said that they found the receptionist and the surgery very helpful, 22.54% said that they found them fairly helpful, 9.86% said not very helpful and 1.41% said that they found them not at all helpful.

45.83% of patients said that they were completely satisfied with Sunny Meed Surgery, 40.28% said that they were very satisfied and 9.72% said that they were fairly satisfied and 4.17% said that they were not satisfied.

Agree priority areas with the PRG

It is clear from the survey results that we need to improve communication.

Getting through on the telephone

Implement a patient representative group that do not wish to communicate via e-mail or do not have access to e-mail.

Together with our PRG we agreed on the attached action plan. The action plan has been published and sent to all recipients.

On behalf of Sunny Meed Surgery we would like to thank all those that have taken part in this survey and for all the comments, which have been very helpful. We look forward to welcoming patients who do not have access to the internet, but are willing to take part in future surveys. We aim to hold a meeting at the surgery to discuss the results once they are available.

Best wishes

Filippa Dilena
Practice Manager

