

**TRENT VALE MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP
REPORT – MARCH 2012**

Trent Vale Medical Practice Patient Participation Group

The Trent Vale Medical Practice Patient Participation Group was formed in July 2011. The aim of setting up the group was to improve the service we deliver to patients through increased involvement of patient views.

Setting Up The Group

In order to make the group as representative as possible, steps were taken to ensure information about the group and sign-up sheets were provided to as wide a selection of patients as possible. These included:

- Attaching leaflets to all repeat prescriptions that were collected in July 2011 (Appendix A)
- Leaflets left on front reception desk and patients queuing were alerted to the this by the receptionists
- Posters were added to our notice boards in the waiting areas
- Messages were added to the electronic board in the waiting room informing patients
- Details were added to all new patient questionnaires for 8 weeks
- Leaflets were left at the local pharmacy in the health centre to display
- Personal invitations during consultations were made by clinicians

Following these measures we were able to recruit 28 interested patients who left their contact details. This created our group.

The Group

We compared the ethnicity, sex and age demographics of the 28 patients to our practice population and this was a realistic match.

Age:

Under 50 Yrs	47%
Over 50 Yrs	53%

Gender:

Male	50%
Female	50%

Ethnicity:

15% from ethnic minorities

It was important to the practice that representation was not purely reflected in age, sex and ethnicity and it became apparent that our nursing home residents and learning disabilities patients were not being represented. This led us to directly contact the managers of the main nursing home and learning disabilities home which our practice provides medical care for. Following this action, the manger of "The Chimes" Nursing Home has become an active member of the group.

Individual names of group members have not been published due to confidentiality reasons but an anonymous list can be found in Appendix B.

Meetings have also been publicised in the waiting room using the electronic messaging board as we welcome any new interested patients to become part of the group.

Meetings

We have currently had 3 face to face meetings. In between meetings, email is used to contact/discuss any matters arising.

Meeting 1

The first meeting took place on 26th September 2011. At this meeting we discussed the aim of the group and general structure of the meetings and ground rules for future meetings. A copy of the ground rules, structure and aims can be viewed in the link below.

[\(1st meeting PPG link\)](#)

Meeting 2

The second meeting took place on 19th October 2011. At this meeting the chairperson was elected and a discussion followed to agree upon areas of improvement which were to be focussed upon over the next 12 months. It was decided, through discussion and agreement, that the areas to be focussed upon would be:

1. Signage and waiting room layout
2. Reception Queue
3. Local support groups

The basis of this discussion led to a patient survey being produced to generate the views of the wider patient population so that a plan of action could be made. It was agreed at this time with the group that around 100 questionnaires would be a reasonable sample size.

Patient Survey

The 2011 Patient survey, as previously mentioned, was devised in discussion with the patient participation group. The questions were directly related to the areas of improvement/focus which we had previously agreed.

Prior to the survey being distributed, it was emailed to the 28 members of the group for their opinion and further changes were made. A copy of the survey can be seen in Appendix C.

The survey was commenced on Monday 19th December 2011 and took approximately 2 weeks to collate 101 replies. Measures were taken to make the results of the survey as reliable as possible. These were:

- Receptionists handing out an equal number of questionnaires randomly at different times of the day during our surgery opening hours (8:00-18:00 Monday to Friday, 08:00-13:00 Thursday). Further details of our full opening hours, including our extended hours, can be found on our website main home page
- Doctors issuing to patients following consultations

Survey Results

The questionnaires were analysed using a computer based statistical package 'SPSS'. A copy of the summary statistics can be seen in Appendix D. The main findings were:

- 94% responded that the signage from the waiting room to consulting rooms was very good, very good or satisfactory
- 98% responded that the signage from the corridor to consulting rooms was very good, good or satisfactory
- 95% felt the awareness of services available at the practice was very good, good or satisfactory
- 99% of responders believed the layout of the waiting room was very good, good or satisfactory

- Queue waiting time:
 - 88% - 0-5mins
 - 10% - 5-10mins
 - Waiting time was longer in the morning than afternoon
- Online services:
 - 82% - aware of booking appointments online
 - 55% aware of prescription requests online
- Pharmacy prescription ordering:
 - 75% aware local pharmacies can organise repeat prescriptions
- Support groups:
 - Only 12.9% wanted support groups run at the practice
 - Single answer requests for type of support group
- Demographics of responders:
 - 50% of responders were aged between 25 and 65
 - 80% white British
 - 7 % invalid entries
 - 13% ethnic minorities

Meeting 3

This took place on 23rd February 2012. The findings of the survey were discussed with the group and actions to be taken over the next few months by the practice to help improve the service we deliver were agreed. All results were discussed and although in many cases the survey results appeared at odds as with what was expected, an action plan was agreed with the group and the practice at that time.

Action Plan

You Said	We Will
You want clear signs within the building with consulting rooms in a logical numerical order	Review our current layout of consulting rooms and alter the room numbers to a more logical sequence with new signage to reflect this change
You want changes to the layout of the waiting room with additional chairs to be provided for the customers of the pharmacy	Although we may not be able to undertake this change due to the building constraints, we will discuss this proposal with the health centre and the pharmacy to review and provide a possible solution. We will, however, review the current layout of chairs and arrange these to provide a more welcoming solution to patients where possible
The queue at the reception desk is too long at times	This is a main priority for the practice and a new leaflet will be designed advising patients of alternative ways of contacting the surgery, ordering prescriptions and booking appointments. We will also highlight the local pharmacies who collect prescriptions from the practice to reduce the number of visits patients make to the practice for medications

You would like Local Support Groups	Although only a relatively small number of patients requested local support groups, this will be investigated further and details will be provided at a later date. Further comments will be obtained from patients with regards to the support groups required
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A further survey will be produced later in the year to review the impact of these changes and look to other areas of improvement.

The Future

We are currently at the stage of implementing the action plan agreed with group and are planning on having our next meeting in early summer to discuss the impact of the agreed changes.

There has been recent interest from West End Village management team to become involved in the group and we are looking forward to their involvement to ensure we represent our patients residing within the Village.

If any patients wish to join our group, further details are available at reception.

TRENT VALE MEDICAL PRACTICE PARTICIPATION GROUP

We are encouraging patients to give their views about how the practice is doing. We would like to be able to find out the opinions of as many patients as possible and are asking if people would like to provide their email addresses so we can contact you by email every now and again. We will not ask you any personal medical questions.

Are you interested in leaving your email details?

If you could fill in this quick form and hand it back to reception we will add your email address to a contact list. Your contact details will only be used for this purpose and will be kept safely.

Name:.....

Email address:.....
.....

If you do not have an email address but would like to be involved, please leave your address and telephone details

Address:.....
.....

.....Telephone.....
.....

Please note that no medical information or questions will be responded to.

The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998. The Data Protection Act 1998 gives you the right to know what information is held about you, and sets out rules to make sure that this information is handled properly.

PPG group – anonymised data

<i>Patient Number</i>	<i>Age</i>	<i>Sex</i>	<i>Ethnic Group</i>
3915	71	F	WB
9383	55	M	BM
21982	63	M	WB
17749	59	M	WB
8361	72	M	WB
23811	44	M	IB
18254	60	M	A
12894	43	F	BM
24100	43	M	BM
3289	58	F	BM
6493	59	M	WB
6501	48	F	BM
18149	35	M	WB
18906	46	F	BM
11884	43	F	BM
19003	68	F	BM
18079	41	F	WB
2007	66	F	BM
1992	70	M	BM
3943	48	M	BM
25356	22	M	BM
25350	30	M	BM
24349	27	F	BM
8723	21	F	BM
19309	64	F	B
24747	55	F	BM
25404	21	M	PB
15373	52	F	BM

Key:

WB	- White British
BM	-British Mixed
A	-African
IB	-Indian British
PB	-Pakistani British
B	-Black

Partners:
 Dr J N R Bashford
 Dr A S Jheeta
 Dr M D M Welton
 Dr H H E Van der Linden
General Practitioners:
 Dr Jan Welton
 Dr S Clarson

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PATIENT QUESTIONNAIRE – DECEMBER 2011

We always aim to deliver the best service for our patients. However, in order to improve our services, we would welcome your views. On behalf of the Trent Vale Medical Practice Patient Participation Group (PPG), we would be grateful if you could spare 5 minutes to complete this questionnaire and let us know about your experience today. All answers will be treated in strict confidence and results of the questionnaire will be available in February.

WAITING AREA AND SIGNAGE

1 How would you rate the sign and directions to the consulting rooms in the waiting area? (please tick)

Very good Good Satisfactory Poor Very Poor

2 How well would you rate the sign and directions in the corridor directing you to the consulting rooms? (please tick)

Very good Good Satisfactory Poor Very Poor

3 How well would you rate your awareness of the range of services that Trent Vale Medical Practice offer patients? (please tick)

Very good Good Satisfactory Poor Very Poor

4 How would you rate the layout and information provided in the waiting area? (please tick)

Very good Good Satisfactory Poor Very Poor

RECEPTION DESK

5 What time of the day did you attend the reception desk today? (please tick)

08:00-10:00 10:00-12:00 12:00-14:00 14:00-16:00 16:00-18:00

6 How many minutes were you waiting at the reception desk for assistance today? (please tick)

0-5 5-10 10-15 15-20 20+

7 Why did you attend the reception desk today? (please tick)

Collect Prescription Make/Alter/Cancel Appointment Leave Sample Other (Please specify)

PLEASE TURN OVER

ONLINE FACILITIES

8 Are you aware that appointments can be booked, altered and cancelled online?

Yes No

9 Are you aware that prescriptions can be ordered online?

Yes No

OTHER SERVICES

10 Did you know that local pharmacies can arrange collection of repeat prescriptions on your behalf?

Yes No

11 Would you be interested in local health support groups (eg. asthma/diabetes support group) if organised in the practice? If yes, please indicate the type of support group you may be interested in attending.

Yes No

Type:

SOME QUESTIONS ABOUT YOU

Are you? (please tick): Male Female

How old are you? (please tick)

Under 18		55 - 64 Yrs	
18 - 24 Yrs		65 - 74 Yrs	
25 - 34 Yrs		75 - 84 Yrs	
35 - 44 Yrs		85 + Yrs	
45 - 54 Yrs			

What is your ethnic group? (please tick)

White	
British	
Irish	
Any other white background	

Black or Black British	
Caribbean	
African	
Any other Black background	

Asian or Asia British	
Indian	
Pakistani	
Bangladeshi	
Any other Asian background	

Mixed	
White & Black Caribbean	
White & Black African	
White & Asian	
Any other Mixed background	

Chinese or other ethnic group	
Chinese	
Any other ethnic group	

***Thank you for completing this questionnaire.
Please return to the box marked "Patient Surveys"***

```
FREQUENCIES VARIABLES=w_room_signs corridor_signs awareness_services wa_layout_info
time_attended mins_waiting why_attended OL_appt OL_prescriptn pharm_presc_serv
local_spt_grp Gender Age Ethnicity
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Frequencies

Notes

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N	Valid	101	101	101	101	101
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Statistics

		mins_waiting	why_attended	OL_appt	OL_prescriptn	pharm_presc_s erv
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	Missing	0	0	0	0	0

Statistics

		local_spt_grp	Gender	Age	Ethnicity
N	Valid	101	101	101	101
	Missing	0	0	0	0

Frequency Table

w_room_signs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very good	39	38.6	38.6	38.6
	good	37	36.6	36.6	75.2
	satisfactory	19	18.8	18.8	94.1
	poor	4	4.0	4.0	98.0
	very poor	1	1.0	1.0	99.0
	multiple entry	1	1.0	1.0	100.0
	Total	101	100.0	100.0	

corridor_signs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very good	33	32.7	32.7	32.7
	good	44	43.6	43.6	76.2
	satisfactory	22	21.8	21.8	98.0
	poor	2	2.0	2.0	100.0
	Total	101	100.0	100.0	

awareness_services

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid -9	1	1.0	1.0	1.0
very good	32	31.7	31.7	32.7
good	36	35.6	35.6	68.3
satisfactory	27	26.7	26.7	95.0
poor	4	4.0	4.0	99.0
multiple entries	1	1.0	1.0	100.0
Total	101	100.0	100.0	

wa_layout_info

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid very good	34	33.7	33.7	33.7
good	47	46.5	46.5	80.2
satisfactory	19	18.8	18.8	99.0
poor	1	1.0	1.0	100.0
Total	101	100.0	100.0	

time_attended

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid -9	5	5.0	5.0	5.0
08:00-10:00	23	22.8	22.8	27.7
10:00-12:00	26	25.7	25.7	53.5
12:00-14:00	11	10.9	10.9	64.4
14:00-16:00	25	24.8	24.8	89.1
16:00-18:00	8	7.9	7.9	97.0
multiple entries	3	3.0	3.0	100.0
Total	101	100.0	100.0	

mins_waiting

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid -9	8	7.9	7.9	7.9
0-5	81	80.2	80.2	88.1
5-10	10	9.9	9.9	98.0
10-15	1	1.0	1.0	99.0
multiple entries	1	1.0	1.0	100.0

mins_waiting

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	-9	8	7.9	7.9	7.9
	0-5	81	80.2	80.2	88.1
	5-10	10	9.9	9.9	98.0
	10-15	1	1.0	1.0	99.0
	multiple entries	1	1.0	1.0	100.0
	Total	101	100.0	100.0	

why_attended

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	-9	9	8.9	8.9	8.9
	collect prescription	35	34.7	34.7	43.6
	make/alter/cancel appt	24	23.8	23.8	67.3
	leave sample	2	2.0	2.0	69.3
	other	30	29.7	29.7	99.0
	multiple answer	1	1.0	1.0	100.0
	Total	101	100.0	100.0	

OL_appt

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	-9	6	5.9	5.9	5.9
	Yes	77	76.2	76.2	82.2
	No	18	17.8	17.8	100.0
	Total	101	100.0	100.0	

OL_prescriptn

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	-9	5	5.0	5.0	5.0
	Yes	56	55.4	55.4	60.4
	No	40	39.6	39.6	100.0
	Total	101	100.0	100.0	

pharm_presc_serv

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	-9	6	5.9	5.9	5.9
	Yes	75	74.3	74.3	80.2
	No	20	19.8	19.8	100.0
	Total	101	100.0	100.0	

local_spt_grp

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	-9	9	8.9	8.9	8.9
	Yes	13	12.9	12.9	21.8
	No	78	77.2	77.2	99.0
	multiple entries	1	1.0	1.0	100.0
	Total	101	100.0	100.0	

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	-9	9	8.9	8.9	8.9
	Male	34	33.7	33.7	42.6
	female	58	57.4	57.4	100.0
	Total	101	100.0	100.0	

Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	-9	6	5.9	5.9	5.9
	under 18	1	1.0	1.0	6.9
	18-24	3	3.0	3.0	9.9
	25-34	22	21.8	21.8	31.7
	35-44	17	16.8	16.8	48.5
	45-54	14	13.9	13.9	62.4
	55-64	19	18.8	18.8	81.2
	65-74	10	9.9	9.9	91.1
	75-84	6	5.9	5.9	97.0
	85+	1	1.0	1.0	98.0
	multiple entries	1	1.0	1.0	99.0
	invalid entry	1	1.0	1.0	100.0

Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	-9	6	5.9	5.9	5.9
	under 18	1	1.0	1.0	6.9
	18-24	3	3.0	3.0	9.9
	25-34	22	21.8	21.8	31.7
	35-44	17	16.8	16.8	48.5
	45-54	14	13.9	13.9	62.4
	55-64	19	18.8	18.8	81.2
	65-74	10	9.9	9.9	91.1
	75-84	6	5.9	5.9	97.0
	85+	1	1.0	1.0	98.0
	multiple entries	1	1.0	1.0	99.0
	invalid entry	1	1.0	1.0	100.0
	Total	101	100.0	100.0	

Ethnicity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	-9	8	7.9	7.9	7.9
	White British	81	80.2	80.2	88.1
	White Irish	1	1.0	1.0	89.1
	Any other white	3	3.0	3.0	92.1
	Indian	1	1.0	1.0	93.1
	Pakistani	1	1.0	1.0	94.1
	Chinese	1	1.0	1.0	95.0
	Caribbean	2	2.0	2.0	97.0
	White&Black Caribbean	1	1.0	1.0	98.0
	Any other mixed	1	1.0	1.0	99.0
	invalid entry	1	1.0	1.0	100.0
	Total	101	100.0	100.0	

CROSSTABS

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Crosstabs

Notes

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Crosstabs

Notes

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	Cells Available	174762

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Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
mins_waiting *	101	100.0%	0	.0%	101	100.0%
time_attended						

mins_waiting * time_attended Crosstabulation

Count

		time_attended			
		-9	08:00-10:00	10:00-12:00	12:00-14:00
mins_waiting	-9	5	0	1	0
	0-5	0	20	23	8
	5-10	0	3	2	1
	10-15	0	0	0	1
	multiple entries	0	0	0	1
Total		5	23	26	11

mins_waiting * time_attended Crosstabulation

Count

		time_attended			Total
		14:00-16:00	16:00-18:00	multiple entries	
mins_waiting	-9	2	0	0	8
	0-5	19	8	3	81
	5-10	4	0	0	10
	10-15	0	0	0	1
	multiple entries	0	0	0	1
Total		25	8	3	101

CROSSTABS

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 /CELLS=COUNT
 /COUNT ROUND CELL.

Crosstabs

Notes

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Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.

Syntax	Cases Used	Statistics for each table are based on all the cases with valid data in the specified range(s) for all variables in each table. CROSSTABS /TABLES=why_attended BY time_attended /FORMAT=AVALUE TABLES /STATISTICS=CHISQ /CELLS=COUNT /COUNT ROUND CELL.
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Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
why_attended * time_attended	101	100.0%	0	.0%	101	100.0%

why_attended * time_attended Crosstabulation

Count		time_attended			
		-9	08:00-10:00	10:00-12:00	12:00-14:00
why_attended	-9	4	1	0	0
	collect prescription	0	10	10	4
	make/alter/cancel appt	0	7	3	4
	leave sample	0	1	1	0
	other	1	4	11	3
	multiple answer	0	0	1	0
Total		5	23	26	11

why_attended * time_attended Crosstabulation

Count		time_attended	Total

	14:00-16:00	16:00-18:00	multiple entries	
why_attended -9	4	0	0	9
collect prescription	7	4	0	35
make/alter/cancel appt	6	3	1	24
leave sample	0	0	0	2
other	8	1	2	30
multiple answer	0	0	0	1
Total	25	8	3	101

FREQUENCIES VARIABLES=why_text
/ORDER=ANALYSIS.

Frequencies

Notes

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	Cases Used	Statistics are based on all cases with valid data.
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	Elapsed Time	00:00:00.014

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Statistics

why_text

N	Valid	101
	Missing	0

why_text

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	83	82.2	82.2	82.2
appt with nurse	1	1.0	1.0	83.2
attend appt	1	1.0	1.0	84.2
book in for apt	1	1.0	1.0	85.1
collect paperwork	1	1.0	1.0	86.1
collect sample bottles	1	1.0	1.0	87.1
my appt wasn't showing on the touchscreen	1	1.0	1.0	88.1
not applicable	1	1.0	1.0	89.1
reg	1	1.0	1.0	90.1
self check in	1	1.0	1.0	91.1
smear	4	4.0	4.0	95.0
to place a repeat	1	1.0	1.0	96.0
to see about blood test results	1	1.0	1.0	97.0
to see doctor	1	1.0	1.0	98.0
treatment for very itchy patch on leg	1	1.0	1.0	99.0
with wife smear	1	1.0	1.0	100.0
Total	101	100.0	100.0	

FREQUENCIES VARIABLES=spt_grp_txt
/ORDER=ANALYSIS.

Frequencies

Notes

Output Created	31-Jan-2012 11:39:55
Comments	
Input	Data C:\Users\prb26\Desktop\PPGsurvey.s
	av

	Active Dataset	DataSet2	
	Filter	<none>	
	Weight	<none>	
	Split File	<none>	
	N of Rows in Working Data		101
	File		
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.	
	Cases Used	Statistics are based on all cases with valid data.	
Syntax		FREQUENCIES VARIABLES=spt_grp_txt /ORDER=ANALYSIS.	
Resources	Processor Time		00:00:00.000
	Elapsed Time		00:00:00.000

[DataSet2] C:\Users\prb26\Desktop\PPGsurvey.sav

Statistics

spt_grp_txt

N	Valid	101
	Missing	0

spt_grp_txt

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	91	90.1	90.1	90.1
asthma	2	2.0	2.0	92.1
asthma, diet, eating better	1	1.0	1.0	93.1
diabetes	5	5.0	5.0	98.0
do not have these health issues	1	1.0	1.0	99.0
smoking	1	1.0	1.0	100.0
Total	101	100.0	100.0	

CROSSTABS

```

/TABLES=SurveyID BY other_comments
/FORMAT=AVALUE TABLES
/STATISTICS=CHISQ
/CELLS=COUNT
/COUNT ROUND CELL.

```

Crosstabs

Notes

Output Created		31-Jan-2012 11:42:01
Comments		
Input	Data	C:\Users\prb26\Desktop\PPGsurvey.s av
	Active Dataset	DataSet2
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data	101
	File	
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics for each table are based on all the cases with valid data in the specified range(s) for all variables in each table.
Syntax		CROSSTABS /TABLES=SurveyID BY other_comments /FORMAT=AVALUE TABLES /STATISTICS=CHISQ /CELLS=COUNT /COUNT ROUND CELL.
Resources	Processor Time	00:00:00.015
	Elapsed Time	00:00:00.031
	Dimensions Requested	2
	Cells Available	174762

[DataSet2] C:\Users\prb26\Desktop\PPGsurvey.sav

Case Processing Summary

		Cases					
		Valid		Missing		Total	
		N	Percent	N	Percent	N	Percent

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
SurveyID * other_comments	101	100.0%	0	.0%	101	100.0%

FREQUENCIES VARIABLES=other_comments
/ORDER=ANALYSIS.

Frequencies

Notes

Output Created		31-Jan-2012 11:43:42
Comments		
Input	Data	C:\Users\prb26\Desktop\PPGsurvey.sav
	Active Dataset	DataSet2
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data	101
	File	
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data.
Syntax		FREQUENCIES VARIABLES=other_comments /ORDER=ANALYSIS.
Resources	Processor Time	00:00:00.000
	Elapsed Time	00:00:00.000

[DataSet2] C:\Users\prb26\Desktop\PPGsurvey.sav

Statistics

other_comments

N	Valid
	101

Statistics

other_comments

N	Valid	101
	Missing	0

other_comments

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	96	95.0	95.0	95.0
	Y	5	5.0	5.0	100.0
	Total	101	100.0	100.0	