

**TRENT VALE MEDICAL PRACTICE**  
**PATIENT PARTICIPATION GROUP**  
**REPORT and results of the survey**  
**MARCH 2013**

Our Patient Participation Group met again in September 2012, when we discussed which issues are priorities and what we should focus on over the next few months. We presented the new information leaflet about the role of PPG to further advertise the meetings and to recruit more members.

Thinking of further improvements of our services we discussed the idea of delivering more information about how to order repeat prescription, online services and repeat dispensing which is still not very popular among the patients. We decided to create a special leaflet for this purpose, deliver it through the practice reception and local chemist and later on to carry out a survey to assess the impact on our services. We also decided to further improve the signage and directions to the consulting rooms in the practice.

We have distributed a large number of repeat prescription information leaflets in January and February 2013. We have also changed the numbers of the clinical rooms and put out new signage on the walls with new directions.

We have distributed the survey over the first 2 weeks of March 2013 through the practice reception (Appendix 1).

### **Survey Results**

- 94% responded that the signage and directions in the corridor directing to consulting rooms (after the changes made in January 2013) were very good, good or satisfactory.
- 94% responded that the information provided in the repeat prescription leaflet was very good, good or satisfactory
- 25% responded that the leaflet helped them change the way they order prescriptions, 50% answered that the leaflet did not change the way they order prescriptions and 25% were not sure.
- Booking appointments online:

77% of responders were aware of the service

23% of responders were not aware of the service

23% used this service

77% never used the service

Comments of responders: why the service has not been used:

- no internet access
- no need to use the service
- I did not know about the service
- no computer
- I live close to practice

- Ordering prescriptions online:

63% of responders were aware of the service

37% of responders were not aware of the service

29% used this service

71% has never used this service

Comments of responders: why the service has not been used:

- I did not know about the service
- no computer
- no internet
- I prefer to come to the reception to order prescriptions
  
- Sending prescriptions to your local pharmacy:

60% of responders were aware of the service  
40% of responders were not aware of the service  
26% used this service  
74% has never used this service

Comments of the responders: why the service has not been used:

- I prefer to get it myself
- I live close to the pharmacy
- It would not work for me
- I did not know about it
  
- Demographics of responders:
  
- 54% of responders were aged between 25 and 65
- 90% white British
- 10% ethnic minorities

The survey results were emailed to all 24 PPG members, 1 PPG member has been informed of the results by post.

We have discussed the findings of the survey at the PPG meeting which was held on the 26<sup>th</sup> of March 2013. We have agreed the action plan.

### **Action Plan**

You said	We will
The main priority to be reducing the queue at the reception	We will discuss it at the meeting with all the Partners in the practice. We will consider to increase the number of receptionists, increase the number of receptionist at the front reception, and propagate other ways of ordering prescriptions.

<p>Car park is too small</p>	<p>We do realise that the practice is expanding and we are aware of the problem with the parking. We have discussed it with the primary care trust that owns the land and we regret to say there is nothing we can do at present to improve it.</p>
<p>Patients are not aware of the online booking system or the online prescription requests availability</p>	<p>We will think of the ways to advertise these services further. We will continue to give away leaflets on repeat prescriptions that include the information of online services. We will also consider offering online booking PIN to all patient with their repeat prescriptions and to all newly registered patients.</p>

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.

**Partners:**

Dr J N R Bashford  
Dr A S Jheeta  
Dr M D M Welton  
Dr H H E Van der Linden

***Trent Vale Medical  
Practice***

876, London Road  
Trent Vale  
Stoke-on-Trent  
ST4 5NX

**General Practitioners:**

Dr Jan Welton  
Dr K Horbaczewska

Tel 01782 746898

Fax 01782 745067

[www.trentvalemedicalpractice.co.uk](http://www.trentvalemedicalpractice.co.uk)

**PATIENT QUESTIONNAIRE – February 2013**

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. All answers will be treated in strict confidence and results of the questionnaire will be available in March.

1. How well would you rate the signage and directions in the corridor directing you to the consulting rooms after the changes made early this year? (please tick)

Very good  Good  Satisfactory  Poor  Very Poor

2. In January 2013 we started distributing repeat prescription information leaflets to help you order your prescriptions. They are available in the reception, the waiting area, the chemist and were also given out with prescriptions.

- a) How well would you rate the information provided in the leaflet? (please tick)

Very good  Good  Satisfactory  Poor  Very Poor

- b) Has the information provided in the leaflet helped you change the way you order your prescription?

Yes  No  I'm not sure

3. Our recent survey showed that the majority of patients attend the reception to order a prescription or to book, cancel or alter appointments. The new leaflet included information about our online services that are a good alternative for patients who have access to the internet.

- a) Are you aware that appointments can be booked, altered and cancelled online?

Yes                      No

b) Have you ever used this service?

Yes               No

If no please state reason \_\_\_\_\_

c) Are you aware that prescriptions can be ordered online?

Yes               No

d) Have you ever used this service?

Yes               No

If no please state reason \_\_\_\_\_

e) Are you aware that you can request your prescription to be sent to your local pharmacy so that you don't have to attend the surgery?

Yes               No

f) Have you ever used this service?

Yes               No

If no please state reason \_\_\_\_\_

**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)

<b>White</b>	
British	
Irish	
Any other white background	

<b>Black or Black British</b>	
Caribbean	
African	
Any other Black background	

<b>Asian or Asia British</b>	
Indian	

<b>Mixed</b>	
White & Black Caribbean	

Pakistani	
Bangladeshi	
Any other Asian background	

White & Black African	
White & Asian	
Any other Mixed background	

<b>Chinese or other ethnic group</b>	
Chinese	
Any other ethnic group	

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