



PPG Annual Report 2016-25017

&

National GP Patient Survey Results 2017



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Annual Report & National GP Patient Survey Results 2017

Practice Population Profile

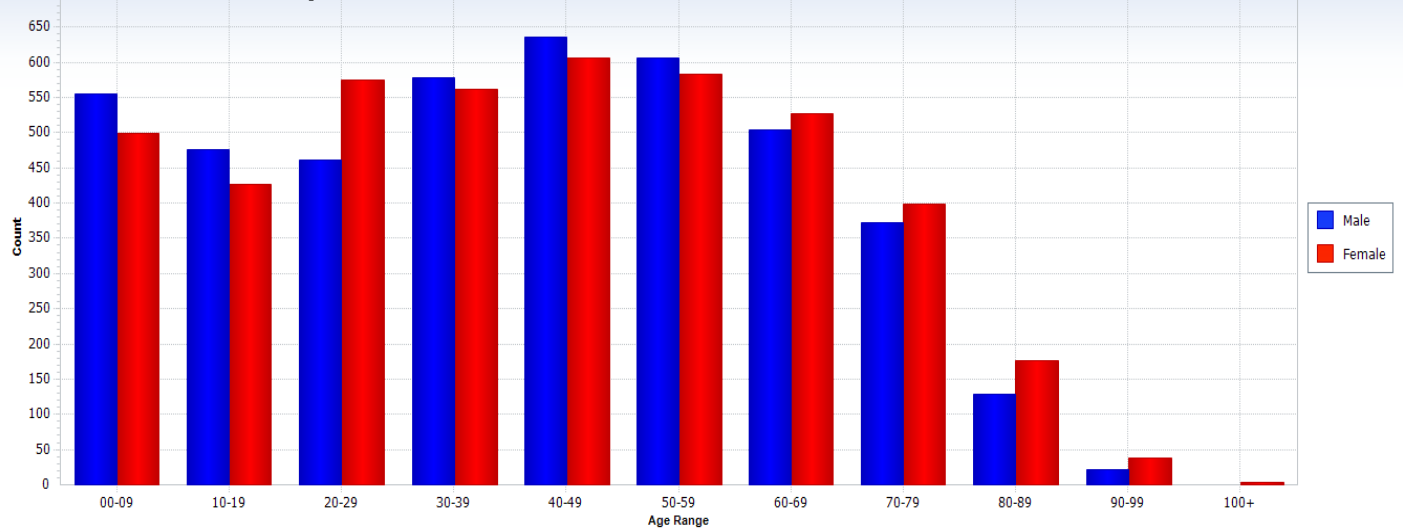
Welcome to our first Patient Participation annual report. It has been a pleasure building relationships with our PPG members since becoming The Chorley Surgery and we will continue to build on and increase PPG membership to help inform how we develop the practice.

The Chorley Surgery is situated on Gillibrand Street, in what was originally built 1893 the Chorley Cottage Hospital. We have now entered into our second year and our list size has continued to increase. We currently have 8725 patients registered. We have 2 GP Partners; Drs' Khandavalli and Dickinson and one salaried GP Dr Grant. We also have two Advance Nurse Practitioners who are able to treat patients with acute and chronic conditions, prescribe medications and make referrals and we have two practice nurses. For more information on staff and services at The Chorley Surgery please visit <http://www.thechorleysurgery.com/>

Current Patient population and demographics

The chart below shows the age groups of patients and the number of patients in that group; male and female. We have 4337 male patients registered and 4338 female patients. The most densely populated age range for both males and females is 40-49 years.

Current Practice Population



Births, deaths and new registrations

Year	Births	Deaths	New Registrations
2016 - 2017	82	77	627

Ethnicity

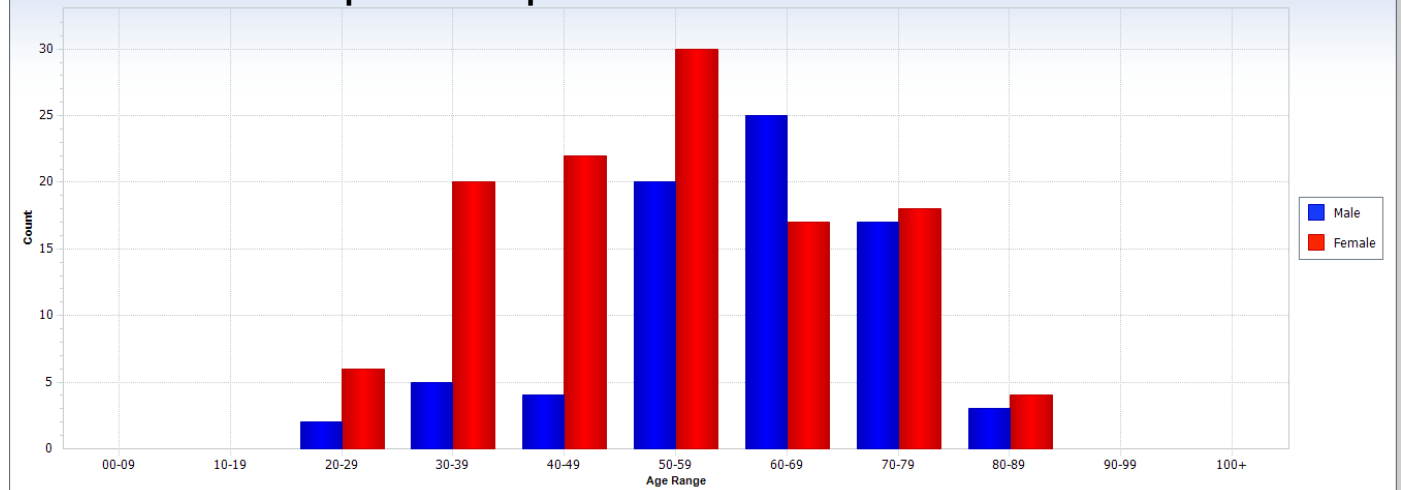
Please note this only includes patients that have provided us with this information, to-date this is 79% of our practice population, 6,859 patients.

The Chorley Surgery patient ethnicity	White				
	British	Irish	Gypsy or Irish traveller	Polish	Other white
	6142	28	0	66	811
	Mixed/ multiple ethnic groups				
	White & black Caribbean	White & black African	White & Asian	Other mixed	
	16	9	13	10	
	Asian/Asian British				
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian
	36	49	10	3	76
	Black/African/Caribbean/Black British			Other	
African	Caribbean	Other Black	Arab	Any other	
11	6	9	4	1	

PPG Members

Our Patient Participation Group meets on a quarterly basis, this is made up of a small number of patients, the GP Partners and the Business Manager, however, we also have an extensive virtual group. We are pleased to report that interest continues to grow and we now have 193 members. The Partners and staff at The Chorley Surgery would like to thank all members for giving up time to provide feedback throughout the year which is helping us improve our services.

Current Patient Participation Group Members





The following methods have been used this year to encourage patients to become part of the group:

- Advertisement on Practice website and on our practice facebook page.
- Information provided at point of registration for new patients.
- Advertisement on Envisage screen
- Posters displayed in the Reception and in our waiting room.

PPG Input 2016 /17

As this has been our first full year, we have worked hard on building relationships with the PPG and engaging with members in the ongoing developments within the practice. There are a number of projects the PPG have helped or are helping to inform:

- **Surgery Website**

We are currently working on our website which can be found at <http://www.thechorleysurgery.com/>. We are working to make it easier to navigate and be designed to be more patient friendly. Our PPG members were consulted for their opinions and our PPG Chair is working with the surgery staff to provide a patient view of what the website requires in order to meet the needs of our patients.

- **Practice Annual Patient Survey**

Our 2017 survey has been drafted and will be discussed and agreed with our PPG members. We will report the outcomes of the survey in practice, on our website and in the next annual report.

- **Increasing active PPG participation**

Our PPG have discussed how we can increase attendance at PPG meetings to better represent our patient demographics. A number of ideas have been generated and are being implemented:

- Advertise on the TV screen in the waiting room.
- Outline when advertising the meeting what the individual will get back from attending.
- What to expect when patient attend the meeting.
- How long will the patient be at the meeting for.
- Have a frequently asked questions column.
- State that input is valued from all patients

Patient Experience and Satisfaction

The Chorley Surgery believes in putting patients first. Patient experience is of key importance and we make considerable efforts to develop this aspect of our service. Patient satisfaction is measured and reported on in a variety of ways, including the National GP Patient Survey, via the Friends and Family Test (FFT) and also through our practice annual survey.



National GP Patient Survey Results 2016-2017

The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over a million people across the UK. The results show how people feel about their GP practice. An independent survey agency administers the survey on behalf of NHS England. The Chorley Surgery's report can be found at:

<https://gp-patient.co.uk/PatientExperiences?practicecode=P81038>

The results from the 2016 /17 Survey were shared with our PPG members and reviewed with all staff in July 2017 and overall the results were found to be very encouraging, however there is room for improvement. Our priority areas will be discussed and agreed with our PPG members. Our results are outlined below:

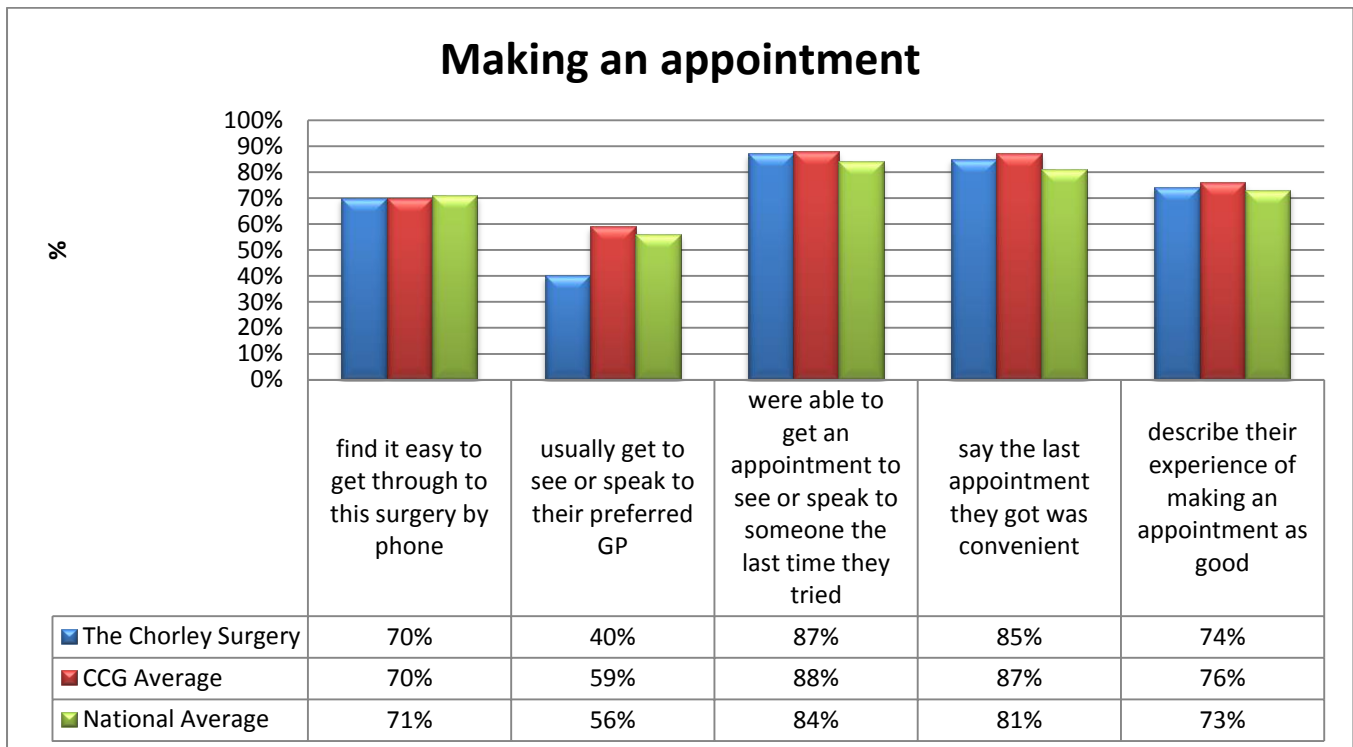
Response Rate

2016/2017

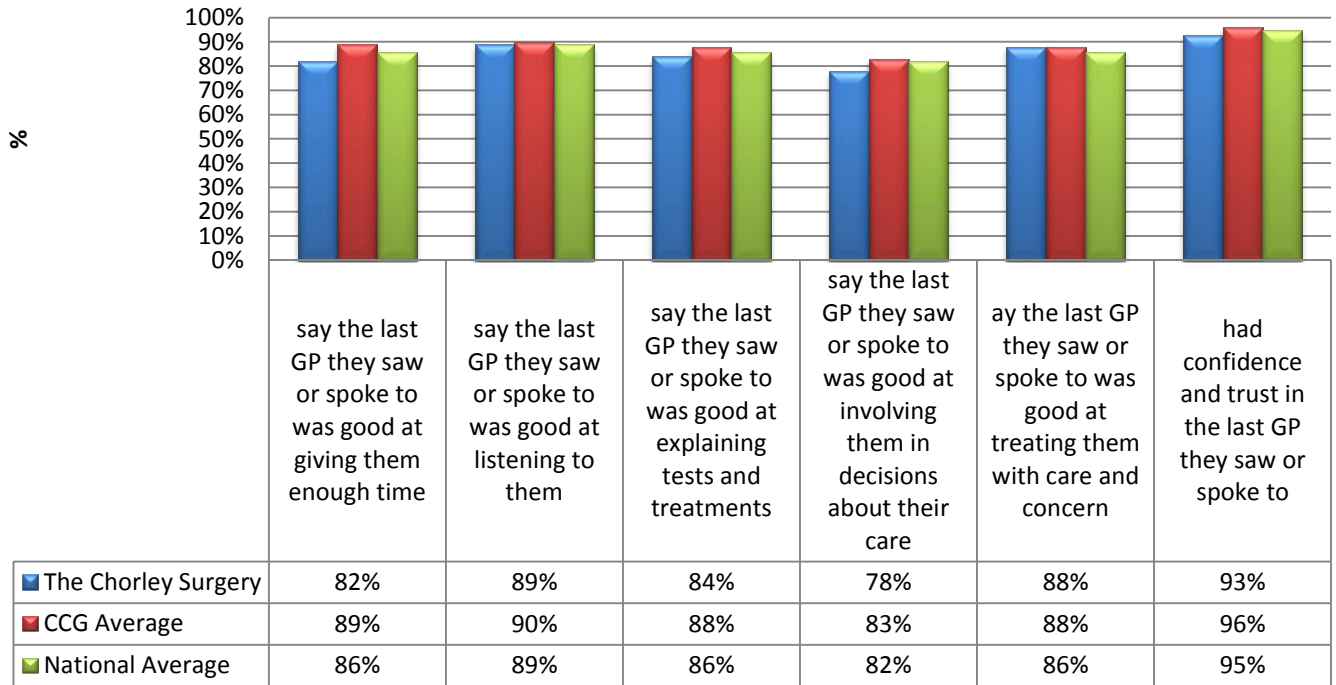
➤ 275 Surveys sent out ➤ 106 Surveys returned ➤ 39% Completion rate

The national survey is split into sections, as follows:

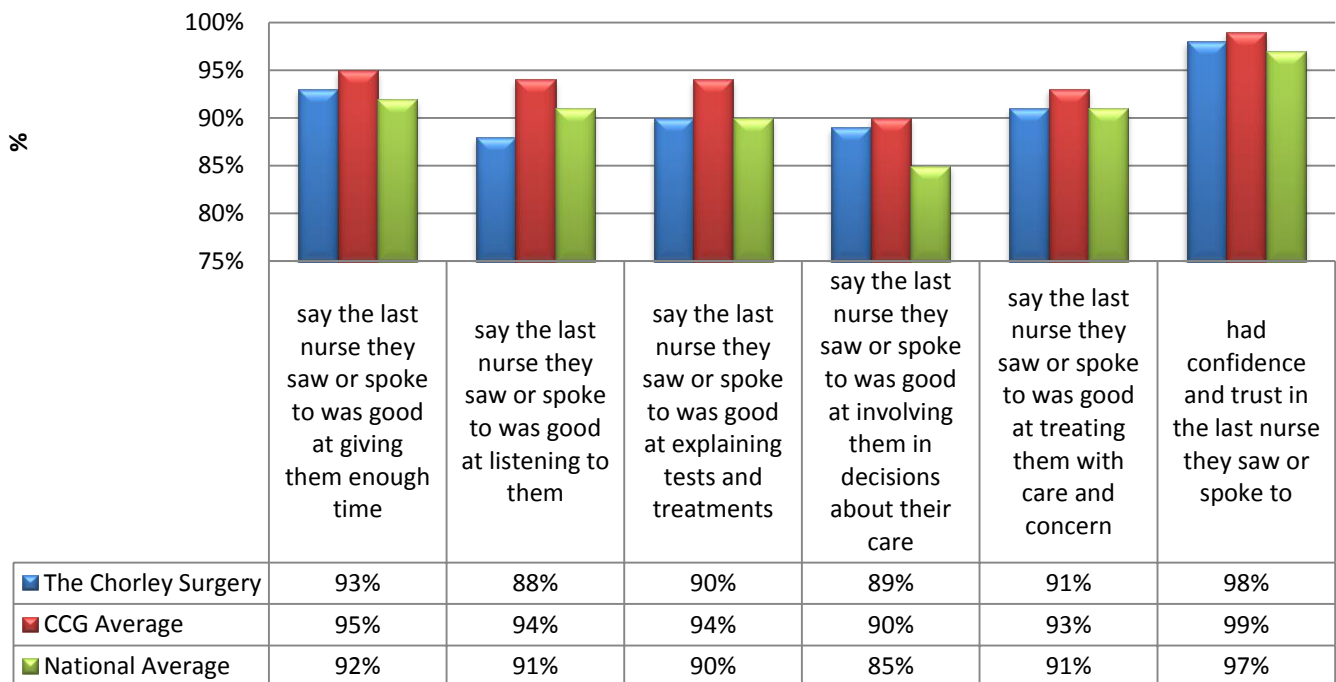
- Making an appointment
- GPs
- Nurses
- Reception
- Waiting times and Opening hours
- Overall experience



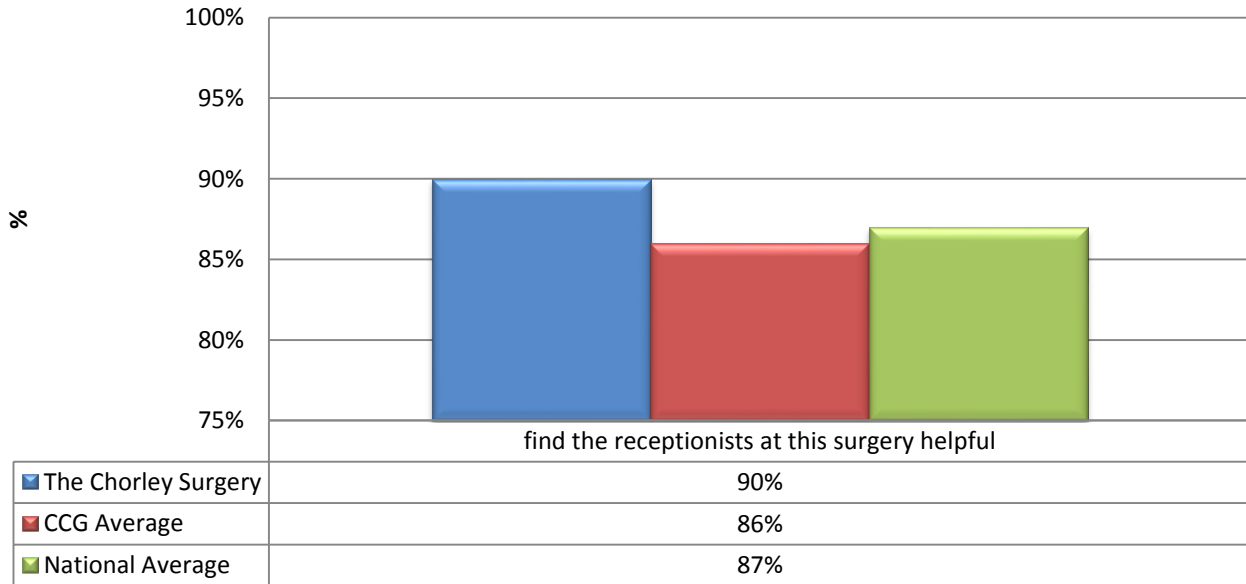
GPs



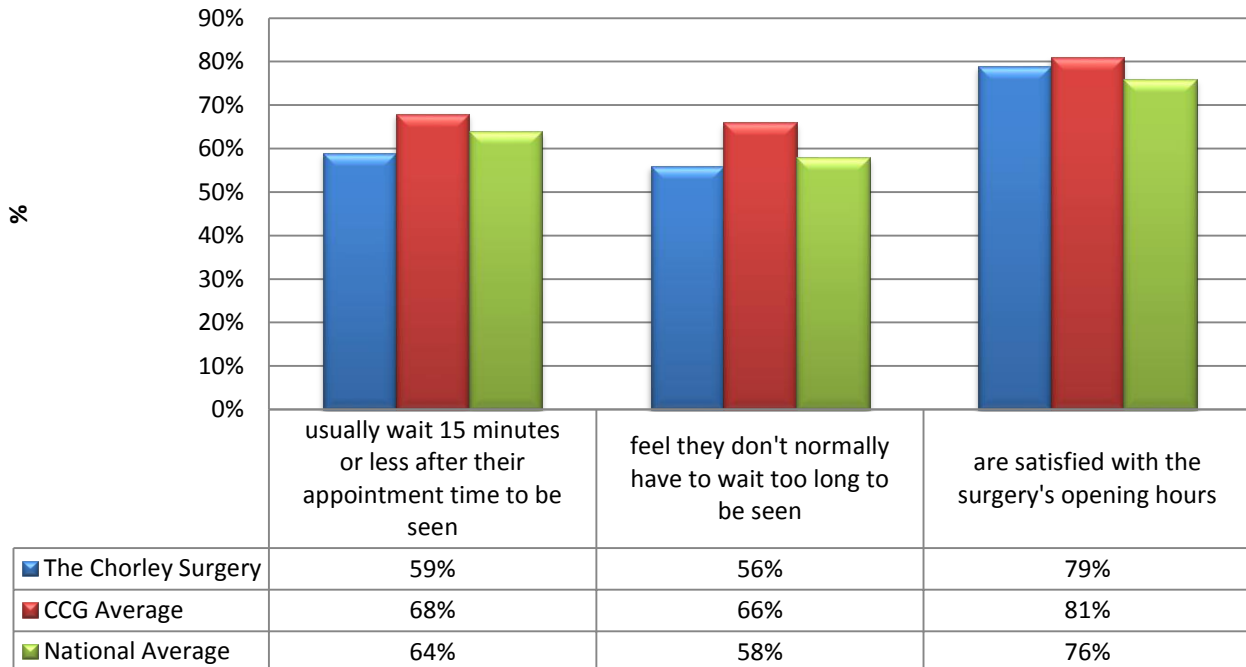
Nurses



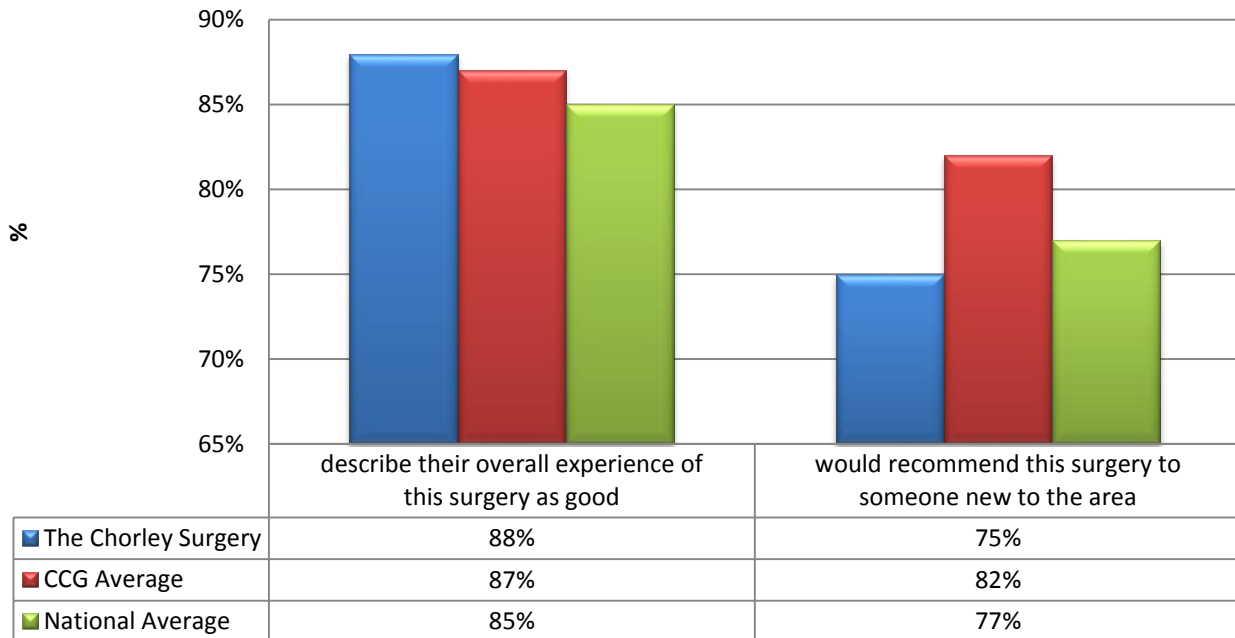
Reception



Waiting Times & Opening Hours



Overall experience of The Chorley Surgery



Areas we are exceeding or meeting both the National and the CCG averages:

- The last GP they saw or spoke to was good at treating them with care and concern
- Find the receptionist helpful
- Describe their overall experience of The Chorley Surgery as good

Areas we are meeting or exceeding in the National average:

- Patients able to get an appointment to see or speak to someone the last time they tried
- Patients say the last appointment they got was convenient
- Patients describe their experience of making an appointment as good
- Patients say the last GP they saw or spoke to was good at listening to them
- Patients say the last nurse they saw or spoke to was good at explaining tests and treatments
- Patients say the last nurse they saw or spoke to was good at involving them in decisions about their care
- Patients say the last nurse they saw or spoke to was good at treating them with care and concern
- Patients had confidence and trust in the last nurse they saw or spoke to
- Patients are satisfied with the surgery's opening hours

Areas we are meeting or exceeding in the CCG average:

- Finding it easy to get through to this surgery by phone



Areas for Improvement

- Patients state they cannot usually get to see or speak to the preferred GP
- Patients believe that the last GP they saw or spoke to was not good at giving them enough time
- Patient say the last GP they saw or spoke to was not good at explaining tests and treatments
- Patients state the last GP they saw or spoke to was not good at involving them in decisions about their care
- Patients report that they did not have confidence and trust in the last GP they saw or spoke to
- Patient state the last nurse they saw or spoke to was not good at listening to them
- usually wait 15 minutes or more after their appointment time to be seen
- feel they normally have to wait too long to be seen
- would not recommend this surgery to someone new to the area

Action plan

1. Reduce use of locums, which we feel has contributed to the GP feedback not being as high as we had have expected. We have taken on a permanent salaried GP in July 2017 and we therefore hope to see a significant increase in GP satisfaction going forward.
2. Continue to increase patient usage of Patient Access to relieve some of the pressure on the phones.
3. Provide additional customer service training for all staff.
4. Advise and inform patients in a timely manner if clinicians are delayed.
5. Improve communication and interaction with our patients, via online forums and PPG groups.

As this is our first full year, we acknowledge that there has been a significant amount of upheaval for both patients and staff, however we truly believe that going forward our patient satisfaction results will increase to reflect the excellent service we provide.

Friends and Family Test 2016-2017

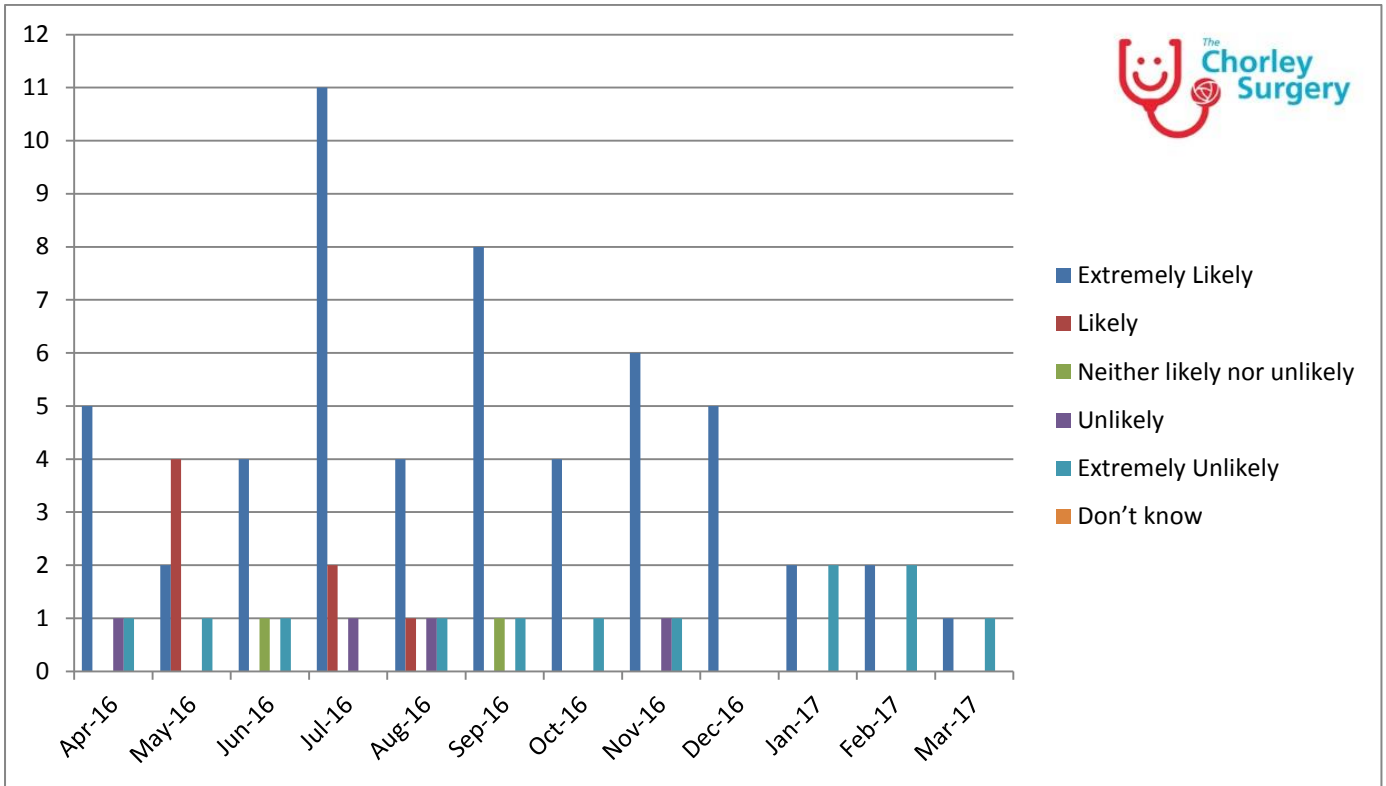
The Friends and Family Test (FFT) is a feedback tool offered to patients attending the Practice to enable them to provide feedback about the care and treatment they have received. It combines a simple question asking patients how likely they would be to recommend the service they have received to their friends and family and enables patients to provide further detail about their experience.

Good patient experience is associated with improved patient outcomes. Various studies have shown positive associations between patient experience, patient safety and clinical effectiveness.

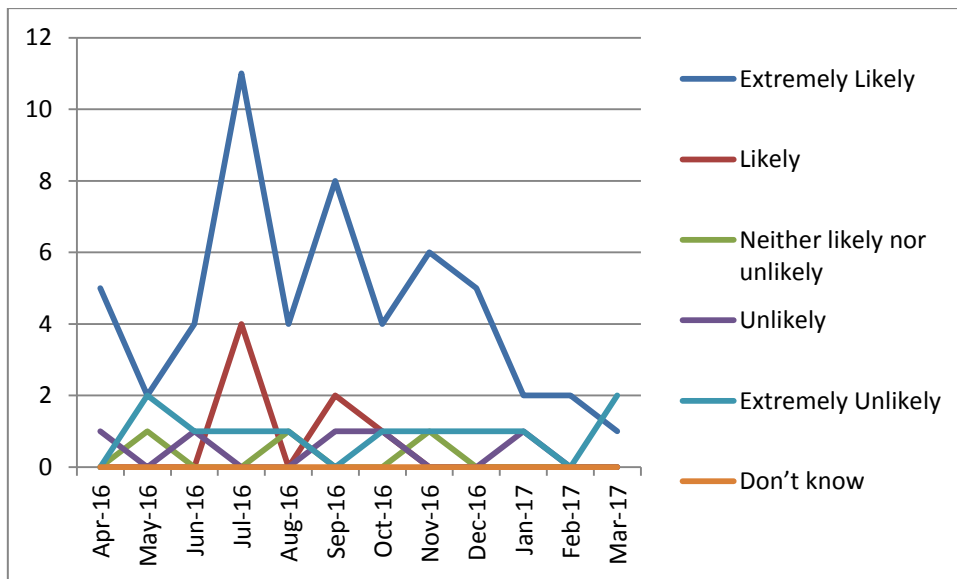
The Chorley Surgery Friends and Family Test Results April 2016 – March 2017

The FFT results are published monthly in the Practice, on the website and on the NHS England website and NHS Choices website.

How likely are you to recommend our GP Practice to friends and family?

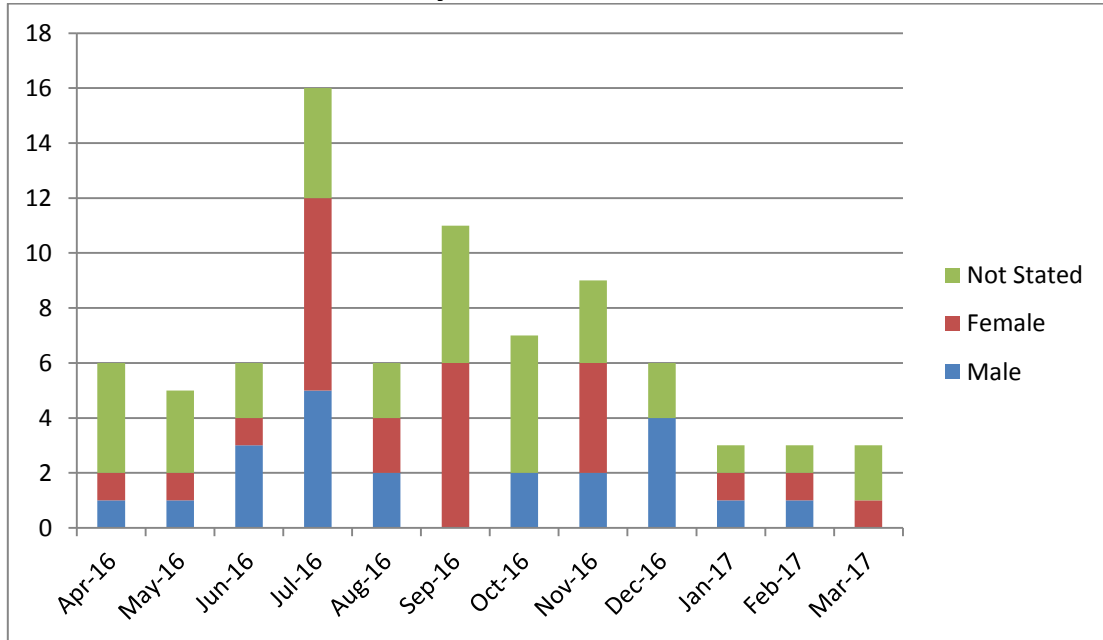


The number of patients completing the test has varied month to month, however we are very pleased with the results of the first question below which shows that the majority of patients would be **extremely likely** to recommend the Practice.

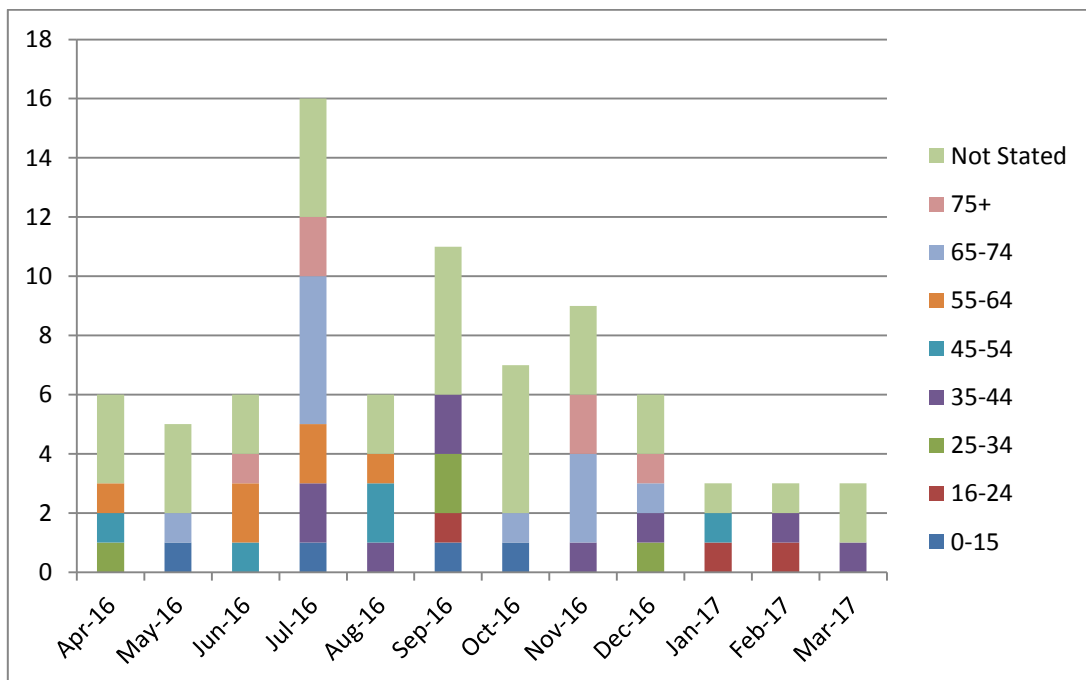


Friends and Family Feedback demographics

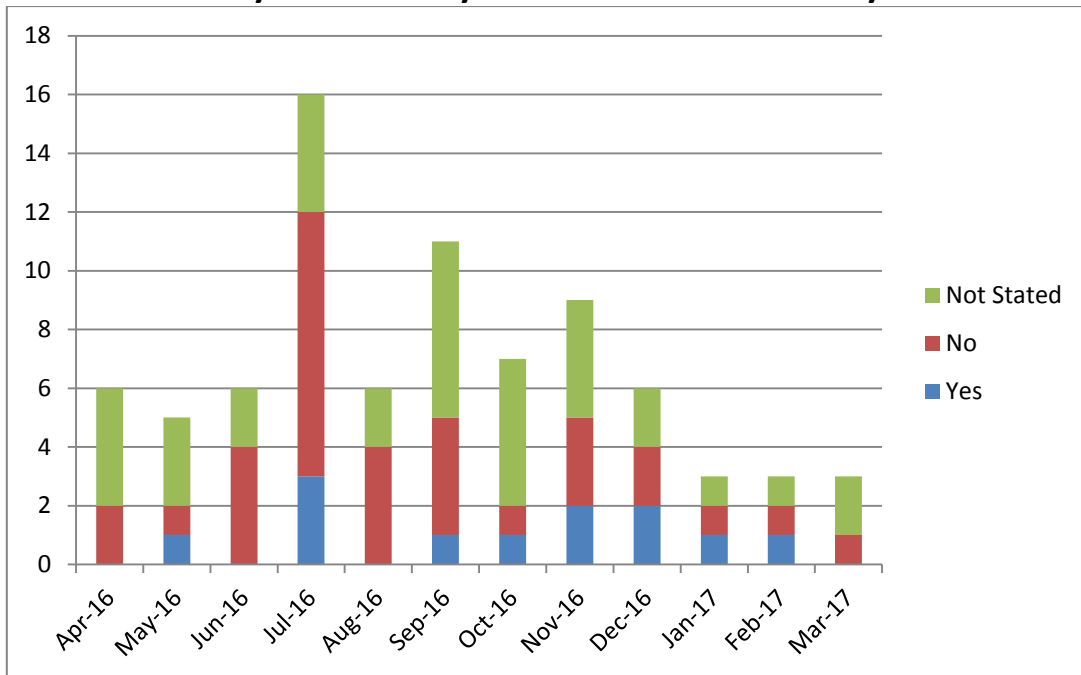
Are you male or female?



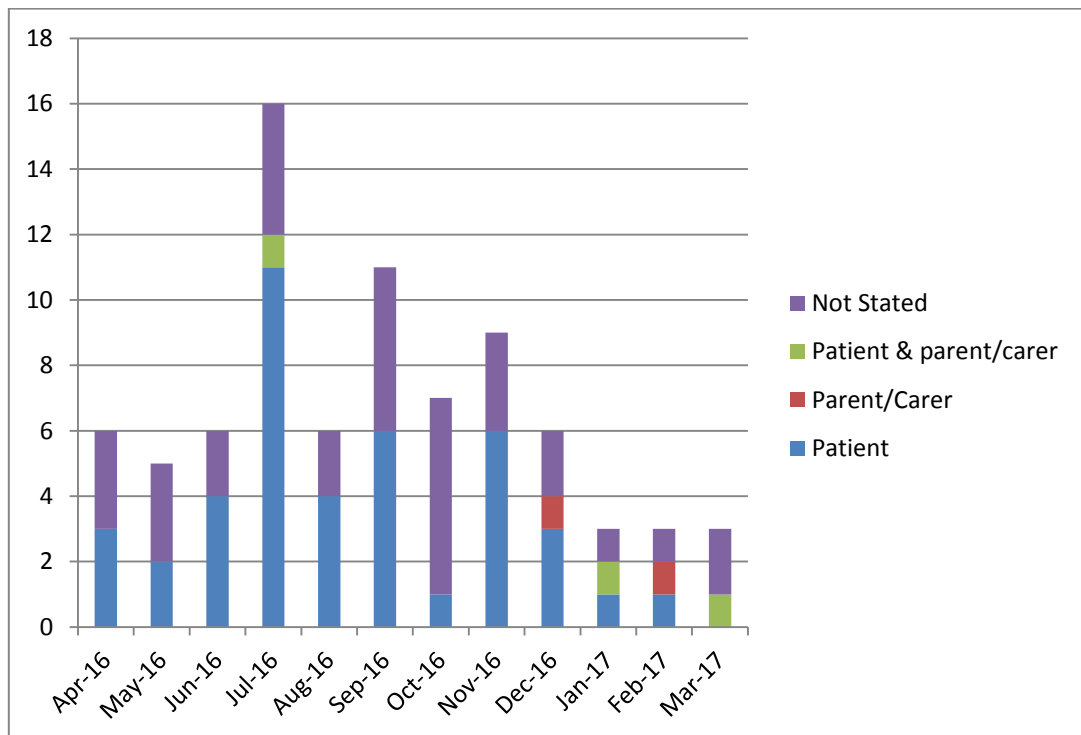
What age group are you?



Do you consider yourself to have a disability?



Who has this test been completed by?





Comments from the Friends and Family Feedback

We cannot list every comment that we've had over the last 12 months; therefore we have picked a selection at random from every month. We have been extremely pleased with the positive feedback and have shared the comments with the staff. We will continue to work on the poor feedback and will put plans in place to rectify if able to do so.

Feedback:

"Good location at Gillibrand St, please stay"

"Dr X listens! And is very caring. Unlike some Dr's who just want to give you more tablets!"

"Appointments are weeks in advance, having complex health issues I've been told even by the doctor that I should just see one doctor. Dr X is great she really does push, it's just bad trying to get an appointment to see one of the main doctors"

"Recently moved the surgery and the little niggles seem to have been rectified, really happy with this surgery"

"Good reception, booking in, waiting room, child friendly"

"Love the new set-up, and like the appointment set up also"

"No longer familiarity with the doctors – different GP on every visit"

"Excellent care"

"I was made to feel that the Dr listened to me and gave me time to take in what was said"

"Staff always friendly. I have had some really good help from the doctors at the surgery"

"Doctor very understanding and made me feel better just being to see her"

"Great patient care from whoever you see"

"The waiting time for an appointment is too long. No appointments available for me to see practice nurse until next year!! Also queue at reception desk is long. Would benefit from more receptionist."

"Always had very good treatment"

"Nice friendly welcome, good and understanding of your needs"

"Excellent receptionists and doctors with empathy"

"The wait time I feel is unacceptable at over 30mins, also I feel a note of the time delayed would be better for the patient"



“Everyone – especially the receptionist have been absolutely brilliant and showed me so much concern, care, nothing has been too much for them to try to do. Very pleased too with doctors who have cared and coordinated care with the various hospitals I have had to attend as part of my care”

“I have been registered with this practice all my life. They are an efficient, caring, professional team. They care about their patients, well done!”

NHS Choices

NHS Choices was launched in 2007 and is the official website of the National Health Service in England. All GP Practices in England currently have their own webpages on NHS Choices which can be found at www.nhs.uk. The pages include core information and surgery opening times and can be used to provide full details of treatments and clinics as well as staff biographies. A key feature of NHS Choices allows users to rate and comment on their Surgery. The Practice is allocated a designated person to respond to patient feedback. The Chorley Surgery currently has 3 stars out of 5.

GP The Chorley Surgery

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24-26 Gillibrand Street, 24-26 Gillibrand Street, Chorley, Lancashire, PR7 2EJ
<http://www.thechorleysurgery.com/>

★★★★☆ **Leave review**
Based on 15 ratings for this GP surgery

Overview Services & clinics Facilities Staff Performance Contact Reviews and ratings Leave review

Overview

New Patient Registration
Registration forms

- You can Collect a new patient registration form from reception at the GP Practice

New Patient Questionnaire

- All new patients joining the practice will be asked to complete a simple questionnaire as well as book an appointment with the practice nurse for a basic health check.
- You can [download the form here](#) and bring it with you to the practice when you register.
- Both forms are available at the practice reception on request.

Key facts

Registered patients	8692 patients
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[More information about this data](#)
[More on how we perform](#)

We are currently accepting new patients
Please register during reception hours
[Download registration form](#)

Practice Patient Survey 2016 Summary Report

The Chorley Surgery have undertaken our first Annual Patient Survey during the months of August and September 2016, we received 110 responses.

During the 12 months prior to the survey there had been significant changes for our patients (and staff) and this survey gives us a good base in which we can measure future progress and identify any immediate issues.



We have discussed the results with our Patient Participation Group at a meeting held in the practice on 22nd October 2016. The Patient Participation Group will also help inform our future surveys.

The following is a summary of the responses received.

Overall Satisfaction

- **69.0%** of respondents rated their overall experience of The Chorley Surgery as either '**Excellent**' or '**Very good**'.
- Over three-quarters (**75.5%**) of respondents stated that they were either '**Extremely likely**' or '**Likely**' to recommend The Chorley Surgery to family and friends.

Regularity of Attendance

- Over three-quarters (77.3%) of respondents had seen a clinician at least three times in the past 12 months.

Reception

- Nearly one-third (32.7%) of respondents rated the receptionists as '**Excellent**' while 29.3% rated them as '**Very Good**' and 22.7% as '**Good**'.

Contact by Phone

- Around two-thirds of respondents (67.0%) that provided a rating found the process of getting through to The Chorley Surgery on the phone easy.
- 44.5% rated the ability to speak to a doctor on the phone as either 'Excellent' or 'Very good'.

Making Appointments

- Over two-thirds of respondents (67.8%) stated that they could be seen by their GP on the same day if they needed to see their GP urgently.
- 68.3% of respondents stated that it was either 'Very easy' or 'Fairly easy' to book ahead at The Chorley Surgery.
- By far the most common method of making appointments was by phone and was used by 75.5% of respondents.
- Making appointments in person was the second most common method used by 30.9% of respondents.
- The least common method of making an appointment was making appointments online (used by 8.2% of respondents).
- 40.7% reported that it took them five days or more to be seen while a further 40.7% stated that it usually took them two to four days. 11% stated that they were seen the same or next day with the remaining 7.7% stating that they did not usually need to be seen quickly.



- 40.6% of respondents said that they rated the amount of time it took to see a doctor of their choice was 'Excellent' or 'Very good'.
- 58.2% of respondents stated that they were able to see *any* doctor either the same or the next day while 26.5% stated that it took two to four days.
- Of those that stated that they had seen a Nurse Practitioner, 70.1% stated that they did not need to be referred by a doctor.

Waiting Times

- Nearly half (49.1%) of respondents waited less than ten minutes to wait to be called in by their doctor or nurse for an appointment. 15.4% waited five minutes or less.
- 80.8% of respondents are seen within 20 minutes.
- 35.2% of respondents rated their waiting time as either 'Excellent' or 'Very good'.
- 80.0% rated their wait as at least 'Satisfactory' and only 20.0% as either 'Poor' or 'Very poor'.
- It was found from this that 91.7% of those that rated their wait as at least 'Satisfactory' waited 20 minutes or less. For those that rated their wait as 'Poor' (either 'Poor' or 'Very poor'), 36.8% of those waited up to 20 minutes while 63.2% waited over 20 minutes.
- This would tend to suggest that for most patients; up to 20 minutes is a satisfactory waiting time.

Clinicians' People Skills

- 43.7% of respondents rated the clinician's listening as 'Very good' with a further 37.9% as 'Good'.
- Nearly one-third (33.0%) of respondents stated that the amount of time a clinician gave them was 'Very good' and a further 45.6% stated that it was 'Good'.
- 39.8% rated explanations given by clinicians for conditions and treatments as 'Very good' and a further 42.7% as 'Good'.
- Just over one-quarter (25.5%) of respondents stated that the clinician was 'Very good' in involving them in decisions about their care. Just over half (51.0%) stated that involvement was 'Good' and a further 14.3% as 'Satisfactory'.
- Over three-quarters (76.7%) of respondents stated that they did not need any additional information or communication to meet their health needs.
- Nearly two-thirds (65.5%) of respondents stated that clinicians at Chorley helped them understand their health problems.



Opening Hours

- Nearly one-third (32.7%) had no preference for extended hours and were already satisfied.
- From the four possible preferences for extended hours, the most popular was 'After 6:30PM' which was given by 31.8% of respondents.
- The other options for extended opening were nearly equal in preference. 21.8% preferred lunchtime, 20.0% preferred before 8AM and 19.1% preferred Sundays.

Complaints and Compliments Log

The Chorley Surgery also keeps a Complaint and Compliments log which is kept by the Operational Manager. All complaints are reviewed monthly and discussed at Clinical meetings and Practice Meetings with all Partners and staff, this helps to identify any possible areas for improvement.

For the period 1st April 2017 through to 31st March 2017 we received 33 complaints. This number may appear high, however we appreciate all feedback and therefore record all complaints even if they are resolved on the same day.

For the same period we received 31 compliments, these are in addition to the positive feedback received via the Friends and Family Test. All compliments are shared with staff and displayed on a 'compliments board' in the staff area of the surgery.

Summary

We look forward to further developing our relationships with our patients and PPG members and welcome their ideas in ensuring our surgery meets the needs of our patients.