

Wargrave Surgery PPG Survey Jan 2017

Executive Summary

Introduction

The Wargrave Surgery PPG designed and circulated a questionnaire to the entire membership of the Patient Reference Group (PRG) in January and February 2017. The net total of the PRG membership that were contacted was 1468 of which 1272 were by e-mail and 196 by post.

In total we had 306 responses, an overall response rate of 20.8% of which 237 were by e-mail (18.6% response rate) and 69 were postal responses (35.2%). This compares to the Jan 2015 survey when we had 355 (33.2%) responses from 1069 members of which 288 were by e-mail (32.7% response rate) and 67 (35.8%) were postal responses.

The comparative age and gender profiles of respondents is set out below. The proportion of respondents aged 65 or over has decreased from 56.6% to 56.2% and the proportion that were under the age of 35 has decreased from 8.4% to 6.5%. Some respondents did not answer the question about their age.

	Jan 2017		Jan 2015		June 2014	
Answer Options	Response Count	Response Percent	Response Count	Response Percent	Response Count	Response Count
Under 18	3	1.0%	3	0.9%	2	0.8%
18 to 24	4	1.4%	7	2.0%	1	0.4%
25 to 34	12	4.1%	19	5.5%	6	2.3%
35 to 44	30	10.3%	45	13.0%	26	9.9%
45 to 54	30	10.3%	38	11.0%	27	10.3%
55 to 64	49	16.8%	38	11.0%	32	12.2%
65 to 74	75	25.7%	103	29.9%	81	30.9%
75 or older	89	30.5%	92	26.7%	87	33.2%
<i>answered question</i>			292	345		262
<i>skipped question</i>			14	10		3

	Jan 2017	Jan 2015	June 2014
Male %	39.7%	40.3%	39.6%
Female %	60.3%	59.7%	60.4%

Results

The main findings were :-

Carers

39 respondents (12.7%) considered themselves to be carers. The identity of 18 individual carers was disclosed, 4 of whom were unknown to the practice and were added to the Carers register.

Appointments

81% of people said Yes –they got an appointment at the time they wanted (and if one adds those whose response was that they got "Pretty Much" what they wanted, the score rises to 94.3% satisfaction). Of those that didn't, 60% either went to the appointment that they were offered or got an appointment for a different day. 7 people were told that they couldn't book ahead.

Extended Surgery hours

53.7% of patients said they were unaware that the practice offers some early morning, late evening and Saturday appointments –and the questionnaire presumably helped to make them aware. When asked for a preference, a small majority (56.4%) preferred late appointments Monday-Thursday rather than early morning ones.

Referrals to other providers

60.1% of those responding had been referred elsewhere by their Wargrave GPs. The last time we asked this was in the January 2013 survey when the figure was 73%. Such a reduction in referrals may be due to the increasing proportion over time of younger respondents on our PRG.

Of these 37.8% had been referred to the Royal Berkshire Hospital in Reading and 22.1% to the newly refurbished Townlands Hospital in Henley. 22.7% had been referred to private providers.

With the exception of car parking at the RBH most people rated their experience of their referral as satisfactory or highly satisfactory (see appendix 1 for details. Of the 54 people (34% of all referrals) that scored car parking as 1 or 2 (most unsatisfactory or below average) 40 (74%) were referring to the RBH and of the 22 people (15% of all referrals) that rated follow up communications as 1 or 2, 14 (64%) of those were also referring to the RBH.

111 Service

Although only 31 people (10.4%) had used the 111 service in the last 6 months, most (60%) of those had found it very good or excellent and a further 23.3% thought it was OK. There were one or two exceptions with one person commenting that they are supposed to contact district nurses but said they can't before 6.30pm. much to the annoyance of local district nurses. 5 people had used it during surgery hours – all for good reasons.

Wargrave Surgery website

126 people had accessed the surgery website in the last 12 months, which represents 43% of all respondents, though this rises to 56% if one excludes the postal respondents (ie those mostly excluded from the internet).. This shows a rising trend of Wargrave surgery patients using the website –more than double the number since we first asked the question in January 2013; and 92% of the users now said that they found it useful.

Flu jab

60.8% of respondents had had a flu jab and most of those (77.4% at the Wargrave surgery) The remainder had either had a jab at a local Pharmacy (9.0%), at work (5.6%) or at Elizabeth Court (4.5%). Of the over 65 age group 125 (89.3%) had one at the surgery or Elizabeth Court while 12 (8.6%) went to a local pharmacy mainly because it was more convenient.

Conclusions and recommendations

- 1) Since the Wargrave Surgery PPG started issuing questionnaires in 2008, the number of recruited PRG members has risen from about 200 to 1474 now in 2017. The number of survey respondents could not be expected to increase pro rata, and though a 22.7% return this time is respectable, we note that the total number of respondents fell from 355 in January 2015 to 306 respondents this time. This reduction is probably due to the trend for everyone's inbox to become overcrowded, a certain amount of "survey fatigue", and to the fact –as shown by the results- that Wargrave patients are still largely satisfied with their GP service ie indignation is more likely to elicit a response than satisfaction. We should be sensitive to this when communicating with PRG/Patient Panel members in future.
- 2) Of the 39 people (one in eight of all respondents) that declared they were carers only 18 provided any details. There is a possibility that many carers are unwilling to be recognised as such and this may put the people being cared for at risk if the practice is unaware of their status.
- 3) One purpose of re-surveying our patients (eg. From Jan 2015 to Jan 2017) is to measure whether patient's health service and/or their attitudes have changed. The overall impression of this and the previous survey is that over time patients have remained very satisfied by the accessibility of services provided by the Wargrave surgery, and this is in line with the Ipsos Mori surveys of all GP practices in England, which continue to score Wargrave in the top 1 per cent nationally. In spite of the severe and well publicised national pressures on primary care, the appointments system at Wargrave surgery remains outstandingly good
- 4) More than half of those that responded were unaware of early, late and Saturday appointments. This needs to be borne in mind when judging

the success or otherwise of the current extended hours or when considering new initiatives .

- 5) The reported experience of patients referred to services elsewhere is good though at the RBH, there were comparatively poor ratings of car parking (67% at RBH vs 34% all referrals) and of follow up communications (25% RBH vs 15% all referrals).
- 6) This survey, following the June 2014 and January 2015 surveys, shows a significantly improving trend in patient satisfaction with the service provided by 111.
- 7) The growth in recorded usage of our website by patients emphasises again the value to the practice of using this as a vehicle for patient information and the need to keep it regularly updated.

Circulation

Wargrave Surgery – Partners, practice manager, PPG and membership
CCG Drs Johann Zylstra, Cathy Winfield, Debbie Milligan
RBH Chairman and CEO
SCAS

Appendix 1

Analysis of referrals

	All hospitals (169 replies)		RBH only (62 replies)	
	Rated 4 Very satisfactory	Rated 1 or 2 Fair or unsatisfactory	Rated 4 Very satisfactory	Rated 1 or 2 Fair or unsatisfactory
Quality of medical treatment	71.8%	5.4%	68.3%	8.3%
Initial Communications	63.3%	11.0%	62.9%	9.67%
Reception / waiting time at hospital	61.7%	11.7%	45.9%	16.4%
Follow up communications	57.8%	15.0%	46.4%	25.0%
Access / Car parking	43.0%	34.2%	18.3%	66.7%