

**Stanwell Road Surgery  
95 Stanwell Road  
Ashford  
Middlesex  
TW15 3EA**



**Patient Participation Report 2011-12**

**Produced for the Patient Participation DES 2011-13**

This report summarises the development and outcomes of Stanwell Road Surgery Patient Reference Group (PRG) in 2011/12.

It contains:

1. Profile of the practice population and PRG
2. The process used to recruit to our PRG
3. The priorities for the survey and how they were agreed them.
4. The method and results of the Patient Survey
5. The action plan that was agreed and how it was agreed
6. The progress made with the action plan
7. Confirmation of our opening times

## **1. Profile of the practice population and PRG**

### **Practice Population Summary**

There are approximately, 7100 patients registered at the practice, the surgery is situated in an area close to Heathrow airport with good rail links to central London. There are several primary and secondary schools within walking distance of the surgery. The practice population is a mixture of young families as well as an elderly population. There are several minority ethnic groups.

### **PRG Profile**

Total membership is 305 patients to date

#### **Age:**

- 18-30 = 61
- 30 -60 = 152
- 60+ = 92

#### **Ethnicity**

|                            |     |
|----------------------------|-----|
| White British              | 229 |
| White Irish                | 6   |
| Any other white background | 22  |
| White & Black African      | 1   |
| White & Asian              | 5   |
| Indian                     | 11  |
| Pakistani                  | 3   |
| Asian British              | 9   |
| Black British              | 4   |
| Chinese                    | 2   |
| Do not wish to state       | 13  |

We are very pleased with the response that we have had to date and hope that this will increase over the coming years.

## **2. The process used to recruit to our PRG**

We already had a small interested number of patients who met on an irregular basis with the practice team to discuss issues of interest. This group have continued to be part of our steering group for the PRG and meet on a quarterly basis.

In order to recruit to our virtual PRG we:

Put up posters in practice

Offered leaflets to all patients attending the practice

Added an invitation on our new patient registration leaflet

Emailed patients

Put information on the practice website

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

We decided quite early on that we would have a virtual PRG and to that end we sent a block email to >1000 patients. The majority of acceptances were through this route. It has been very useful because we can email a question to them and then a member of admin staff collates the information. EG this month we have sent out information regarding the Summary Care Record. The steering group have met twice in September 2011 and November 2011, next meeting will be in March to discuss the survey results.

## **3. The priorities for the survey and how they were agreed.**

In order to determine the priorities for the survey we:

- Asked PRG for suggestions for the questionnaire.
- Emailed Patients/PRG

The issues raised are those which are commonly discussed with patients regarding the patient experience. I.E. telephone, appointments, prescriptions, so these were taken into consideration and added to the questionnaire accordingly.

As the surgery had upgraded the website last year and now has on-line appointments system, questions were added on those topics.

## **4. The method and results of the patient survey**

The practice used a well established questionnaire (Improving Practice Questionnaire) as we are members of the Family Doctor Association (FDA) and included the priorities as suggested by the PRG. (Survey attached)

Posters were displayed in the waiting rooms and on the website. Reception staff asked patients randomly in waiting to rooms if they would be willing to participate in the local survey.

We carried out the survey by using paper forms.

We carried out the survey between 1/11/2011 -30/01/2012.

A total 197 surveys were returned.

Male = 90

Female = 108

No response to gender =90

The age ratios were:

<18yrs =1

18-30yrs = 28

31-50yrs = 70

51-65yrs =37

66 -75yrs = 22

>80yrs = 12

Some surveys were not completed possibly due to patient being called into appointment.

Survey Results (see attached)

## **5. The action plan that was agreed and how it was agreed**

In order to get comments from the PRG on the draft action plan we emailed the results to the group.

300 random patients were asked to complete a total of 26 questions (see attached)

The practice received many comments regarding the telephone system, problems getting through to the practice first thing in the morning and problems experienced in getting an appointment with a GP

**Responses found to be positive:**

- New reception staff are welcoming
- Patient experience with GP is excellent
- Patients are satisfied with the service all round.
- Patients like the notice boards and information and the quarterly newsletter

**Responses found to be least positive:**

- Frustration with the appointment system, not enough appointments that can be booked in advance.
- Queuing in the morning to get an appointment.
- Car parking – patients reported that they could not find a parking space
- Don't like the telephone system

## **6. The progress made with the action plan**

The summary of the progress as of 31 March 2012 is:

A member of the PRG has contacted Spelthorne Borough Council regarding the parking and double yellow lines. It has been confirmed that no double yellow lines will be painted on station crescent.

The doctors have met and discussed the appointments. There are now 2 telephone triage clinics per week on Tuesdays and Thursdays. This will help alleviate the queue at 8am in the morning, as all patients waiting will be seen by the doctor on call on those days.

Review date October 2012.

The telephone system is a 5 year contract with 3 years to run. At the time the decision was taken due to complaints in the surveys of 2005, 2006 and 2007 that it was impossible to get connected to the surgery first thing in the morning. This system was chosen was not chosen lightly but due to survey responses so that the patients are in a queuing system which makes it fair. However the Doctors have agreed to start looking at new systems again and will give the patients information as to the progress. However there have also been several compliments regarding the new system and the fact that it is now equitable when getting an appointment.

40% of appointments can be booked up to 8 weeks in advance, 20% of which are available on the on-line appointment system. The remaining 60% can be booked on the day. We plan to add blood tests to the on-line appointment system by end of March 2012. However we are unable to offer nurse appointments on-line due to the different times required for appointments.

15 more appointments per week to be available for GPs. This gives a total of 515 GP appointments per week, not including emergencies. We also have our Nurse practitioner who has 55 appointments per week for minor illness.

## **7. Confirmation of our opening times**

You can call the surgery 0844 387 9955 from 08.30am

Surgery times are as follows

|           |              |
|-----------|--------------|
| Monday    | 7.30 - 18.30 |
| Tuesday   | 7.30 - 18.30 |
| Wednesday | 7.30 - 13.00 |
| Thursday  | 7.30 - 18.30 |
| Friday    | 7.30 - 18.30 |

By appointment only at 7.30am and doors open at 8.00am

Outside of these times please call *Thames Doc our Out of Hours provider on*  
**0300 130 1305**

## **Practice Declaration**

**The practice confirms that the above report is a true and accurate reflection of the work undertaken as part of the Participation DES 2011/13.**

**Signed and submitted to NHS Surrey and published on the Practice website on behalf of the Practice by:**

**Name: Claire Laing**

**Signed:**

**Designation: Practice Manager**

**Date:**