

FERRYBRIDGE MEDICAL CENTRE

Local Patient Participation Report – March 2012

Introduction

The practice has benefited from a long established Patient Focus Group which was introduced around 10 years ago. It has contributed to the development of services and has put forward ideas for improving the way services are delivered and advised when things are working well or not quite as well as they should. The Group originally used to meet every 6-8 weeks but more recently this has been monthly.

The importance of Patient Participation has now been recognised nationally and all practices are being asked to develop Patient Reference Groups through the Patient Participation Enhanced Service. The role of the PRG is to serve as a mechanism which at different times can represent the patient population to the practice, and the practice to the wider community. The existing Focus Group has been evolving over the last few months to become a Patient Reference Group which aims to be representative of the Practice Population.

It is noted that this includes looking at

Key practice demographics which will be considered in the make-up of the patient group that will relate (be not be confined) to:

- Age
- Ethnicity
- Gender
- Occupation (or employment status)
- Parental status
- Disabled status
- Carer status (including patients in care homes / nursing homes, and both cared-for patients and “carer” patients)
- Personal skills
- Socio-economic group
- Long-term medical conditions (*consideration will be given to members who utilise services relating to chronic conditions or are otherwise regular users of primary and secondary health services*)
- Patients with specific care needs (e.g. drug users, learning disability needs, housebound etc)

Profile Of Practice Population And PRG



The practice area is detailed above and incorporates both industrial urban areas ie Castleford, Knottingley and Ferrybridge and rural villages like Ledsham and Fairburn in the North, Hillam and Whitley in the East and Kirk Smeaton in the South. The practice also straddles the Local Authority areas of Wakefield MDC, North Yorkshire County Council and Selby Council. The Practice population is approximately 9,900. The population is served by the main surgery in Ferrybridge and Branch surgeries at Castleford and Byram. Approximately 2700 patients in the rural areas are eligible for Dispensing Services.

Historically the area was heavy industrial with Coal mining, Chemical Works, Power stations and glass making whilst the coal mining and chemical works have declined all these industries are still operating in the area with the addition to the development of other lighter industries and service industries including warehousing and leisure. A legacy of these heavy industries has led to increased prevalence of chronic diseases, particularly respiratory diseases. There are relatively high levels of deprivation around Ferrybridge and Knottingley but lower levels in South and North Eastern fringes of the practice area. Owing to the economic climate there are increasing levels of unemployment.

83% of the population is White British, however, there is a small but increasing population from other cultural backgrounds. A full profile of the practice population compared to that of the extended Patient Reference Group is included below. The original Focus Group

have wealth of experience and knowledge and include Parish Councillors, Expert Patients and Carers as well as patients interested in the local health economy and services the practice delivers. Representatives from the practice include the Practice Manager, Administrative Assistant, Specialist Nurse or Nurse Practitioner and until recently a GP.

Practice Population Profile			PRG Profile	
AGE				
under 16	1706	17%	0	
17 – 24	1058	11%	1	7%
25 – 34	1163	12%	0	
35 – 44	1142	12%	0	
45 – 54	1588	16%	1	7%
55 – 64	1215	12%	5	36%
65 – 74	944	10%	7	50%
75 – 84	554	6%	1	7%
over 84	203	2%	0	
ETHNICITY				
White				
British Group	8227	83%	15	100%
Irish	45	0.5%	0	
Mixed				
White & Black Caribbean	8	0.08%	0	
White & Black African	31	0.3%	0	
White & Asian	14	0.14%	0	
Asian or Asian British				
Indian	18	0.18%	0	
Pakistani	0	0%	0	
Bangladeshi	0	0%	0	
Black or Black British				
Caribbean	0	0%	0	
African	16	0.17%	0	
Chinese or other ethnic group				
Chinese	17	0.17%	0	
Any other	179	1.8%	0	
GENDER				
% Male	4932	49.7%	5	36%
% Female	4980	50.3%	10	64%

Recruitment

The Focus Group worked with a Patient and Public Involvement (PPI) representative from the PCT who provided support and guidance on how to further develop the group to enable it to be representative of the population.

The Patient Reference Group was promoted using a number of methods a number of methods including:

- Interaction with patients and Practice staff both clinical and non clinical
- Poster Campaign in all the Waiting Areas
- Practice website
- Advertised in Patient Newsletter
- Promoted in Ferrybridge Community Centre
- Word of mouth including contact was made by existing members at Local Youth Groups, Health Visitor clinics and the Local Stay and Playgroup
- Flyers circulated to dispensing delivery patients via Driver (housebound)

The recruitment exercise offered the opportunity to join the existing group or become a virtual member and membership is now a combination of both.

A small number of new members have been recruited including one virtual member from an under represented Group (17-24 age group) but the Group appreciates that it is not fully representative of the Practice population particularly around the younger age groups and ethnicities. It has been agreed that this will continue to be addressed and if people feel they do not have the time to attend meetings, virtual membership will be encouraged. The practice is also piloting a facebook page to improve communication with under represented groups.

See Appendix 1a,1b, for examples of flyers, posters

Link to newsletter <http://www.ferrybridgemedicalcentre.com/news/newsletters>

See Appendix 2, – Examples of invitation to join

Terms of Reference.

The Group were keen to maintain the informality of the Group and have yet to finalise the Terms of Reference. It has been agreed that the Group wish the Practice Manager to chair the meeting and have also requested attendance by a GP and Specialist Nurse as previously.

Local Practice Survey

It was agreed at the meeting of 21 November 2011 that the Group determine the areas of concern by reviewing previous surveys and priority issues raised by the Group. One

member agreed to pull together some draft questions for consideration at the next meeting. It was noted that 25 completed questionnaires per 1000 patients were required to ensure a representative sample. A total of 250 completed questionnaires were therefore required. This meeting was attended by the PPI representative from the PCT.

(See Appendix 3 - Minutes of PRG meeting held on 21 November)

At the meeting 9 January 2012 the Group developed the survey using the draft questions compiled as a baseline and compared with other examples of surveys. It was agreed these captured the areas of concern including access and appointments, the care received from GPs and Nurses, customer service, confidentiality and what other services could be delivered in practice. The Group had originally been involved in the development of the Drop in Blood clinic and it was agreed feedback on this service would be useful. Similarly the practice required feedback on whether the new telephone system had been well received.

The format and the questions were agreed by the group at the meeting. The questionnaire was pulled together and sent out to group members including virtual members for further comment. The questionnaire was finalised and the group agreed the questionnaire should also be made available in large print (font14) and distributed in paper form.

Appendix 4 - Minutes of meeting held on 9 January 2012

Appendix 5 – correspondence requesting comments on survey

Appendix 6– copy of survey

Members of the group volunteered to approach neighbours who were patients and the local Youth Group. The Dispensary Delivery Driver also distributed questionnaires to housebound patients. Over a period of 2-3 weeks in January the surveys were available in both Branch surgeries, and the waiting areas at Ferrybridge with Receptionists requesting patients to complete a questionnaire. A PRG member attended Ferrybridge giving out questionnaires and providing support and encouragement to complete the questionnaire. Questionnaires were also sent out virtual members.

Appendix 7 Minutes of meeting 6 February 2012

Survey Results

It was estimated that approximately 500 questionnaires were given out and a total of 378 completed questionnaires were submitted. The responses from the survey were analysed

by question, and collated by age group and by surgery where appropriate. Any comments made were also recorded.

The results were presented to the Patient Reference Group at their meeting on 5/3/2012
The group worked through each question and the results, comments, queries and action points noted.

The overall outcome of the survey was pleasing with positive responses on all areas covered. However there were areas of concern particularly around privacy on the desks at Ferrybridge and Byram and it was agreed this should be prioritised in the Action Plan. It was noted that the online services were well received and the group agreed they should be publicised more, but there were also further improvements that could be made around ease of use, availability of appointments and ordering of prescriptions. The Group also requested the practice look at advance booking of appointments and review the process for booking extended appointments. Areas of concern were highlighted by the group and agreed which should be taken forward and prioritised in the Action Plan.

The Group welcomed the comments included in the questionnaire around additional services patients would like to see in surgery and agreed these should be prioritised in the action plan. The priorities and Action Plan were formulated at this meeting.

The results were also shared with virtual members for comment.

See Appendix 8 – minutes of the meeting held on 5 March 2012

See Appendix 9 - Copy of Full Results of survey

See Appendix 10 - copy of correspondence for virtual members.

Action Plan

The Action plan was agreed and prioritised at the PRG meeting on 5 March 2012 and is documented in those Minutes (*Appendix 8*) and detailed below in Progress Made.

Progress made with the Action plan

The Action points detailed below were agreed formally at the Practice Meeting on 16 March 2012. There has been limited progress made owing to the timing of the survey. Plans are currently being developed to take the Action Plan forward.

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

You said...	We did...	The result is...
improve privacy on Reception at Beauforth House and relocate the	various options will be explored to achieve this including short term	ongoing – in the short term more visible notices reminding patients to

automated check-in to a more accessible location	improvements. (there are limitations around cost)	respect confidentiality of patients at desk will be in situ in April
<p>Review the online services to include:</p> <ul style="list-style-type: none"> • Confirming the number of appointments available and publicising the registration for online services in the next newsletter. Promote the guidance of booking appointments at other surgeries. • Gaining further clarification on whether the patients are encountering difficulties booking appointments owing to system issues or availability of appointments. • Check online prescription ordering and ensure where possible medications are brought in line so only ordering once per month instead of several times. 	<p>Review commenced.</p> <p>Will be included in newsletter due out in early April</p> <p>agreed further feedback would be obtained from patients</p> <p>Agreed this will have to be managed on an individual patient basis so will be ongoing.</p>	
Explore increasing the timescale for booking in advance for GP appointments to 4 weeks, or identify a mechanism to get advance appointments booked if not available on the system to enable better continuity of care.	will be referred to Access Team member for review	
Review how appointments are booked for patients requiring extra time in a consultation.	will be referred to Access team member for review.	
Ensure staff give their first name when answering the phone	on the agenda for staff meeting in April.	
Explore feasibility of introducing further services suggested by patients eg Nail Cutting, ultrasound etc	GPs agreed this should be explored further	ongoing

Explore if any improvements can be made to the toilets at Byram.	meeting to arranged with Selby Council	
Review how flu sessions are managed to improve flow through surgery.	feedback received, shared with Flu Co-ordinator for reference when planning flu clinics	

Confirmation of the opening times

The survey did not look at opening times but the opening hours of the surgeries are detailed below:

Ferrybridge Medical Centre (Beauforth House Clinic)

Surgery	Monday	Tuesday	Wednesday	Thursday	Friday
Ferrybridge	0800-1830	0800-1830	0800-1830	0800-1830	0800-1830
Byram	0830-1130	0830-1130	0830-1130	0830-1130	0830-1130
	1430-1800	1430-1800	closed	1430-1800	1430-1800
Castleford	0830-1130	0830-1130	0830-1130	0830-1130	0830-1130
	1600-1800	Closed	Closed	closed	1600-1800

The practice is closed one Wednesday afternoon/month for staff training. If urgent attention is required during that time there is an option on the telephone that directs to the on call service.

The practice does provide extended hours, these times are detailed below.

Pre-bookable appointments with a GP or Practice Nurse are also available on

Saturdays between 0830 and 1100 at Ferrybridge

for patients from either of the surgeries that cannot get to surgery during normal working hours. A Nurse and a GP are available at these surgeries but they are operated on an rota basis.

The telephones are open for all sites between 8 am and 6.30 pm (1830) Monday to Friday to make/cancel appointments, request advice and order medication. It is recommended that it is better to call after 1100 to order medication as the telephones are less busy at this time. (If the repeat prescription line is busy the call will be directed to an answer machine)

It is also possible to telephone out of hours to cancel appointments and request repeat medication by leaving a message on the answer machine.

The Receptions are open between the times specified in the table above.

There is also an online GP appointment booking and repeat medication ordering service that can be accessed 24 hours/day. Registration for this service is available by contacting the practice.

This information is also available on the practice website and in the practice leaflet.

Availability of Information

The report is available at www.ferrybridgemedicalcentre.com

The report will be forwarded electronically to the PCT,

It will be shared at the next meeting of the PRG on Monday 2 April

The results of the survey will be displayed in waiting areas where possible and include the link to the full report.

The results of the survey will be included in the next newsletter



Ferrybridge Medical Centre

Patient Participation Group

Are you interested in finding out how to get involved in your practice?

We are expanding our Patient Participation Group and are looking for patients from all age groups, social and cultural backgrounds to join us.

We would like to hear about what **YOU** think works well or not so well in our practice

If you would like more information about the group please speak to one of the receptionists or a member of staff.



Ferrybridge Medical Centre

8-10 High Street
Ferrybridge
WF11 8NQ

Tel: 01977 631623

Patient Participation Group

Are you interested in finding out how to get involved in your practice?

We are setting up a Patient Participation Group and are looking for patients from all age groups, social and cultural backgrounds to join us.

What do **YOU** think works well and not so well in our practice? Let us know in the space below

If you would like more information about the group please contact the surgery or speak to one of the receptionists. Alternatively enter your details below and hand in at reception:

Name: _____

Address: _____

Contact tel: _____

Invitation to Join Letter

Dear,

Thank you for your recent interest shown in joining our Patient Participation Group. We hope that by working closely with a wide range of patients we will be able to improve the service that we offer to all patients.

We have two options available for patients wishing to become more involved, either attendance at the monthly Patient Participation Group, the next meeting will be held on Monday 6th February at 2pm at Ferrybridge Community Centre and we would like to invite you to join us. Alternatively you may wish to join our new virtual group, whereby you would be contacted periodically to ask your opinion on a range of matters relating to the practice. This contact could be by email, telephone or post depending on your preference and would provide valuable feedback on patient's experience of using the surgeries services. If you would like to become a member of the virtual group please complete the form below.

If you would like further information on either of the groups please do not hesitate to contact either myself or Laura Fenton on

Yours Sincerely

Kathryn Wragg
Practice Manager

I am happy to be contacted by: *(Please tick all that apply)*

- Email – My email address is:.....
- Post
- Telephone – My preferred contact number is:.....
- Text Message – My mobile number is:.....

Invitation to join – Virtual Members

Dear

Thank you for your completed feedback form, we are very pleased that you would like to join our Virtual Patient Participation Group.

Please could you complete and return the form below showing your preferred means of contact. We are in the process of designing a patient satisfaction survey which we will contact you to ask your opinion on in the New Year.

We would like to welcome you to our Patient Participation Group and thank you for taking the time to become involved.

Yours Sincerely

Kath Wragg
Practice Manager

I am happy to be contacted by: *(Please tick all that apply)*

- Email – My email address is:.....
- Post
- Telephone – My preferred contact number is:.....
- Text Message – My mobile number is:.....

(anonymised)

Ferrybridge Medical Centre

Focus Group Meeting held on Monday 21 November 2011

Present: 6 Group Members; 3 Practice Representatives

Apologies: 2 Group Members

Minutes of the last meeting – It was noted that 2 group members did not receive the minutes of the meeting held on Monday 19 September. The practice manager read through the minutes which were then approved as a true record. Copies of the previous minutes will be sent to the 2 group members who did not receive them. Another group member had not received minutes of the meeting either, which is why they had given their apologies for the meeting today.

The practice manager introduced her counterpart at the practice's associated surgery.

Matters Arising

- **Telephones** – A group member reported that they have twice been cut off whilst being held in the queue. It was thought that this could be a problem with the headsets; the IT Manager has been made aware of this. The telephone company are attending the practice on 9th December to provide further training and any trouble shooting needed.
- **Byram Lease** – The practice manager has been in contact with the PCT but has had no reply as yet. They are expecting to see them later in the week.
- **Flu** – 2150 patients have been vaccinated so far with another clinic being held on Friday 25 November 4-5pm. District Nurses have just started vaccinating housebound patients. It was agreed that the flu clinic at Byram had been difficult; this was thought to be due to the lack of space in the waiting room. Lessons had been learned from this. Mixed feedback has been received regarding the flu clinics at Ferrybridge with feedback from a group member that patients were not arriving at their allotted time and there were long queues. Positive written feedback was also received about how well organised the sessions were. A practice representative reported that although queues were lengthy no one waited more than 5 minutes to be seen. A group member suggested using a raffle ticket system rather than having patient stand and wait and enable patients' with poor mobility to take a seat without losing their place in the queue.

Practice Update

- **Staffing** – Dr Pinder has now taken her retirement. She is now working 2.5 days per week, Wednesdays, Thursdays and Friday mornings. Sickness absence is causing a shortage of nursing appointments at the moment, it is hoped this will be resolved by Christmas. There is currently a student at the practice. She is in the 3rd week of a 5 week placement. A group member would like to thank one of the Healthcare Assistants for their additional help.
- **Pharmacy** – The appeal is due to be submitted this week. The practice manager asked for any feedback from the group regarding their experiences with local

pharmacies. One of the group members has experienced a significant event which the practice manager will document. Another group member is to put their concerns in writing for submission.

Wakeybus Dial-a-ride

Wakeybus are an organisation which provides transport to voluntary and community groups or not-for-profit organisations. They have launched a new scheme to transport elderly and disabled people to various appointments. A practice representative passed out leaflets for information. A discussion ensued regarding the shuttlebus service from Pontefract hospital to Pinderfields and Dewsbury. The practice manager advised that the times were designed around visiting times for in-patients and may not be appropriate to get to outpatient appointments.

Feedback from Wakefield Carers

The practice manager has received an email regarding the inequity across different authorities from Carers Wakefield (see below). A group member reports that another group member and herself have been contacted by Carers Wakefield and they have sent them some information.

I'm just getting back to you about the issue of carers who are your patients but live in north Yorks. If you recall I did say at the patients forum that I attended last month that I would look into the issue of inequity of provision across authorities. I raised the issue plus the practical difficulty of accessing services when they do exist that are based so far away, with one of the District councillors who was very interested and said she would take it to a meeting with the County and District councillors at Byram and Brotherton as a starting point. I believe this should be happening at any time though I haven't heard back yet but I will chase it if I haven't heard by next week.

I have also made contact with Selby Carers services and I hope to have a meeting with their manager on her return from leave to discuss provision and potential for better liaison and partnership.

I know none of the above is a concrete move forward but I am aware of time moving on so I thought if I brought you up to date you can pass this on the patients forum and I will inform you of any further developments as they happen.

Can I also take this opportunity to thank you for your support with the Social Prescribing work and the Pink card scheme – Carol is reeling from the work it is generating! I am in the process of writing a short report about the social prescribing which I will forward to you. I am just waiting for some stats from the Bridge support workers so that I can complete it.

Regards

Extending the Patient Participation Group

The practice manager introduced a representative who is from the Wakefield District PCT engagement team. She detailed the background to the Patient Participation Direct Enhanced Service where practices have to demonstrate they have a representative patient participation group. The Group will be required to design a survey which is carried out on 25 out of every 1000 patients. She explained that the group should have a chairperson and secretary and should also draw up terms of reference of which she gave examples. She asked that the group go away and think about their priorities for the practice so that

from these 8 to 10 questions could be chosen for the survey. It was agreed that a group member will do some research on the options for the format of the survey. Another group member offered to take surveys with them when delivering medication for the practice. Posters and feedback leaflets have been displayed in the surgery and will be put on the website to encourage recruitment of new members.

A discussion ensued regarding the difficulty of engaging young people. A group member will speak to someone that they know to ask if they are interested in joining. It was noted that patients could join a 'virtual' group if they could not commit to attending meetings where they will be contacted from time to time to seek their opinions. It was confirmed that the practice manager would still attend patient participation meetings in future and that a GP would attend if specifically needed.

AOB

- **Pontefract A&E** – The practice manager informed the group that a meeting will be held regarding the overnight closure of Pontefract A&E on 24th November at Pontefract Town Hall.
- **Young Peoples leaflet** – A group member queried whether the leaflet was ready for distribution. Feedback has not been received from the youth worker, the group member will contact her.
- **Link** – The group requested feedback from Link, the organisation who attended a previous meeting. The practice manager will follow this up.

The next meeting will be held on Monday 9 January 2011 at 2pm at Ferrybridge Community Centre.

(Anonymised)

Ferrybridge Medical Centre

Minutes of Focus Group Meeting held on
Monday 9 January 2012

Present: 8 Group Members; 1 Practice representative; 1 PCT Engagement Team Representative

Apologies: 1 Group Member; 1 Practice Representative

Welcome and Introductions

A new member was welcomed and introduced to the Group. They had expressed an interest in becoming involved following completion of the Expert Patient Programme. They gave a brief outline of the programme which is designed to equip people to feel more confident and able to better manage their health conditions.

Minutes of last Meeting

The minutes of the last meeting held on 21 November were approved as a correct record.

Matters Arising

- **Format of the Group** – A discussion ensued on the proposed format of the group as recommended in the Patient Participation Enhanced Service outlined by the PCT Engagement Team representative at the last meeting ie that a GP would not regularly attend the meetings. There was a strong opinion that a GP presence was required by all members.

It was noted that with Dr Pinder's move to part time and with her no longer working Mondays (the practice's busiest day) it was difficult to free up a GP to attend on a regular basis. The Group had also been unable to agree a suitable alternative day to meet to facilitate this. The practice manager would determine how attendance of a GP could be accommodated. It was accepted that practice representatives would continue to take and minute the meetings.

- **Extending the Group** - Following a publicity drive to recruit new members make the group more representative of the practice population there appeared to very little take up. There was a choice for patients to either join the group or become a virtual member where they would be contacted by email or telephone. Members confirmed they had approached local groups in their areas but with no success. Posters and leaflets were available in all surgeries including Health Visiting and information was included on the website. This publicity would continue and under represented groups would be targeted. One virtual member had come forward and the new member had also agreed to join the group.
- **Young Persons Leaflet** – A group member asked for an update on the young persons leaflet. It was agreed a practice representative should contact the youth worker directly with a view to getting the leaflet out as soon as possible.
- **Feedback from LINK** – The practice manager had not had the opportunity to get any feedback from LINK following their attendance at an earlier meeting of the Group. This would be pursued.

Patient Survey

As discussed at the last meeting the main objective of this meeting's agenda was to pull together a survey based on priority areas identified by the Group. These included access to the surgery, the ability to get an appointment and quality of the consultation. These were discussed at the last meeting and one group member agreed to pull together a survey based on those areas. Other areas highlighted by the new member included the ease of use of the website

The group worked through the questions the group member had compiled alongside guidance and examples to develop the Survey. The Group agreed the following points, the survey should be easy to read, and not too long so the patient has time to complete it. The content of the survey remained as detailed by the group member. (A copy of the agreed questions is attached to the minutes).

It was agreed that once typed up a draft of the survey would be sent to all members of the group for comment and amendment with a view to starting the survey before the end of January.

The PCT Engagement Team representative advised that it would be necessary to have 250 questionnaires completed. A group member agreed to support the practice by spending time in surgery to encourage and help patients to complete the questionnaire and they would also ask their neighbours. Other Members also volunteered their time to distribute the survey. This was acknowledged and very much appreciated.

Other points highlighted during discussion of the survey were concerns that:

- GPs would ask a patient to make a follow up appointment in 4 weeks and surgeries had not been put on. It was acknowledged that recently owing to staffing issues this had been the case. The practice aims to have GP appointments on the system 4 weeks in advance.
- There were no nursing appointments available to book online. It was explained that owing to the different skills each Nurse had it was difficult to allow booking online as patients may not book in to the right kind of appointment wasting the patient's time and an appointment. Consideration would be given to whether this could be reviewed.

Any Other Business

- **Blood Results**
Concern was expressed about inconsistencies in interpretation of policy regarding copies of blood results being provided to a patient. The practice manager advised it is not normal practice to provide copies of blood results to patients without a clinical interpretation as what may be normal for one patient may not be for another. It is practice policy for staff to ask GPs if the results can be released. Further clarification was required regarding this specific patient.
- **Medication Change**
Concerns were noted about a letter sent to a patient advising of a medication change without prior consultation.

Date and Time of Next Meeting

The next meeting was agreed for 6 February 2012 at 2.00 pm the venue to be agreed.

Correspondence requesting opinion re survey

17 January 2012

Dear ,

Further to the discussions at the focus group meeting held on Monday 9 January 2012, please find enclosed copies of the draft survey which has been developed.

We would appreciate it if you could take a look at the survey and let us know your opinion and any suggestions you have regarding the questions and format. We will contact you by telephone at the beginning of next week to collect your feedback so that we can get the survey out to patients as soon as possible.

Thank you for your time.

Yours Sincerely

Kathryn Wragg
Practice Manager

Copy of Patient Survey (also available in large print)

Ferrybridge Medical Centre
Patient Survey

This surgery is constantly striving to improve its care and services for all patients.

As part of this ongoing improvement, the Patient Focus Group have compiled a survey consisting of questions dealing with all aspects of your experience when you need to visit the surgery. Please note that all answers are completely confidential and you will not be asked for your name

1 How did you book your last appointment?

A visit to the surgery		
By telephone		(go to question 2)
Online		(go to question 3)

2 If by telephone, how long did you wait for an answer? minutes

2a The practice telephone system changed in September. How would you rate the new system against the old (0844 number) *please tick*

Better		no difference		worse	
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3 Did you find it easy to make an appointment online? Yes No

4 Did you receive an appointment within reasonable timescale?
Yes No

5 Was the appointment with the GP or Nurse of your choice?
GP Yes No
Nurse Yes No

6 The last time you saw a Doctor at the surgery was the Doctor good at each of the following (*please tick one box on each row and make any additional comments in the box below*)

	Very good	Good	Neither good nor poor	Poor	Very poor	doesn't apply
Giving you enough time						
Asking about your symptoms						
Listening						
Explaining tests & treatments						
Involving you in decisions about your care						
Treating you with care and concern						
Taking your problems seriously						

Please comment

7 Are you satisfied with the overall care and advice you receive from the surgery? Yes No

8 Are you satisfied with the care you receive from the Nursing Staff? Yes No

9 Are the Reception staff helpful? Yes No

10 Are the facilities at this surgery adequate for people ?
Eg seating, toilets Yes No

Please comment

11 What other treatments do you think this surgery could offer?

Please comment

12 Do you feel you have enough privacy at the Reception Desk? Yes

13 Are you happy with the cleanliness of the surgery? Yes No

Please comment

14 Do you think the choices for obtaining repeat prescriptions work well ? Yes No

If not –why ?

15 Do you think the Drop in Blood Clinic works well? Yes No

16 If you could change anything to improve the running of this surgery, what would it be?

Please comment

17 If you wish to add any further comments about the services the surgery provides please detail below?

18 Where completed Ferrybridge Castleford Byram
(please circle)

19 To help understand the context of your responses please detail

Your age _____years Your sex Male Female

Thank you for taking the time to complete this questionnaire. It is very much appreciated.

The results of the survey will be published in the surgery, the patient newsletter and on the website.

With thanks to the Patient Focus Group who have compiled this survey. If you would like further information or are interested in joining the Patient Focus Group please contact the surgery.

(anonymised)

Ferrybridge Medical Centre

Focus Group Meeting held on Monday 6 February 2012

Present: 7 Group Members; 1 Practice Representative; 1 PCT Engagement Team Representative

Apologies: 2 Group Members; 1 Practice Representative

Link Update

A representative from Link was welcomed to the meeting, she was here to provide an update on the work Link have been doing over the past few months. She thanked the group for their feedback provided to her colleagues when they last attended.

The appointments task group have written to all members and received a reply from 24 detailing their experiences of travelling across the district to attend appointments. The Patient Services Manager was invited to discuss these responses and advised Link that Mid Yorks had received no complaints regarding this matter and that patients are given a choice about their appointments. It was agreed that there are issues around the clarity of information given to patients.

Mid Yorks have used 'mystery shoppers' for the services they provide however these got no feedback so approached Link who enquired on their behalf and also received no reply. There have been no complaints regarding the treatment received but some concerns over attitudes/personal care/dignity etc. Link have visited the hospitals and seen no problem but they plan to return during visiting hours to enable them to speak to patients families.

A group member asked whether the quality of food had improved since he spent time in hospital a couple of years ago. The Link representative advised that there is inhouse catering at Dewsbury Hospital and that Pontefract and Pinderfields use the 'cook and chill' method, this is similar to ready meals which are heated on the ward. The only problem identified was a lack of menus by the beds, it was also suggested that picture menus be provided for those who require them.

There was a discussion regarding A&E and the employment of Junior Doctors and GP Registrars.

Link will recommend that the shuttle bus times are extended and that appointments should take into account patients travelling arrangements. It was agreed that there are problems with the current appointment system. The Link representative advised that the transformation from Link to Healthwatch is currently up in the air as the government has put forwards amendments to the health bill which will be discussed on Thursday 9th February; however the new Chief Executive for Mid Yorks has asked to meet with the Link which is positive progress.

The Link representative offered to email an update on the Link to the practice manager to bring to future meeting if a representative will not be attending. The group thanked her for her time and were happy that she has taken the time to attend.

Survey

The survey has been available for patients to complete in the surgeries since last Tuesday. There has been a good response from drop-in blood clinic patients and one group member has managed to get 25 surveys completed by their neighbours. Several members offered to come into surgery to encourage patients to fill in the survey, it was agreed that one will spend the day in the Beauforth House Clinic on Friday.

A group member will take some surveys to hand out at the youth club and suggested the Byram Receptionist targets the coffee morning held at Byram on a Wednesday and Friday mornings. It was decided that the Terrance Higgins Clinic was not suitable for handing surveys out at as this is a confidential service for young people. A group member advised that they had visited the surgery the previous week and had not been asked to complete a survey and there had been none on the reception desk. There would be more surveys printed for the reception although receptionists may find it difficult to ask every patient when the desk is busy. The surveys will be counted at the end of the week to give an impression of how many more are needed. The PCT Engagement Team representative has emailed a report template to the practice manager for them to complete to submit for the Patient Participation Enhanced Service.

Minutes of the last meeting

The minutes of the meeting held on Monday 9th January 2012 were agreed as a true record.

Matters Arising

- **Young Persons leaflet** – This had now been changed to reflect the suggestions made and copies were made available for the group to comment on. Copies of the leaflet have been given to a group member to pass on to the youth group.
- **Reception** – there was a discussion regarding the lack of privacy at the reception desk at the Beauforth House Clinic. Several suggestions were made for providing a solution for this which the practice manager will look into.

Practice Update

- Deferred to the next meeting

AOB

- **Appointments** – A group member queried how long a normal GP appointment lasts as they have been informed that at another local surgery it is only 3 minutes. It was confirmed that the practice has 10 minute long appointments for GP, the 3 minute appointments elsewhere may be part of an access scheme rather than regular GP appointments.

PLEASE NOTE AMENDED MEETING DATE

The next meeting will be held on Monday 5 March 2012 at 2pm at Ferrybridge Community Centre.

(anonymised)

Minutes of Focus Group Meeting held on
Monday 5 March 2012

Present : 8 members attended + 2 representatives from the practice.

Apologies for absence were received from 3 members

Welcome

Two new members were welcomed to the meeting.

Patient Survey

The main purpose of this meeting was to review the results of the Practice Survey and develop an action plan.

It was noted the survey had been handed out in all surgery areas including the branches and to date 378 completed questionnaires had been returned. The work undertaken by K was acknowledged and he was thanked for enabling the survey to be completed quickly by spending time in the Practice handing out questionnaires to patients and helping them complete them.

The outcomes of each of the questions were considered and the following points noted.

Q 1 – How did you book your last appointment?

It was noted that 8% appointments are now booked on line. The group felt this was to be encouraged and queried how many appointments were available on line as their experience was at times there were not many available? M commented that there were no nurse appointments available for booking on line. KW advised it was difficult to include nurses' appointments as the skills of the nurses and the time required for each procedure varied and this could not be reflected in the slots available.

The numbers booking on line at each surgery were also considered. Clarification was sought asked for clarification as to whether patients registered at branches could book at Ferrybridge and vice versa without being transferred to that surgery. KW advised patients would not be transferred if they chose to book at a different branch. However, Ferrybridge patients were not encouraged to take appointments at the branches as this would restrict access for patients registered at the branch. The Group felt this should be made clearer and patients reminded that they can register to book on line. This should be included in the next patient newsletter.

Q 2 – Telephones

It was noted that 72% of respondents felt their call had been answered within 2 minutes. The Group felt this was reasonable. It was also acknowledged that the decision to change to the new telephone system in September had been justified with 75% of respondents rating the system as better than the old system. This was reinforced by the Focus Group members.

Q 3 – Did you find it easy to make an appointment on line?

Of those patients who responded to this question 66% said Yes and 34% said No.

Queries were raised around the clarity of this question as it was unclear whether those who did not find it easy were referring to the process of booking or to the lack of availability of appointments.

Q 4 – did you receive an appointment in a reasonable timescale?

94% of patients felt they received an appointment at Ferrybridge, 91% at Byram and 90% at Castleford.

Q 5a – Was the appointment with the GP of your choice.

	Yes	No
Ferrybridge	82%	18%
Byram	91%	9%
Castleford	77%	23%

Some concern was expressed about the continuity of care. The experiences of some of the group were that if the GP asked them to return in 4 weeks there was not always GP appointments on the system and they would have to ring a few days later to then find availability limited. This was identified as an area for improvement.

Q 5b – Was the appointment with the Nurse of your choice?

	Yes	No
Ferrybridge	94 (85%)	16 (15%)
Byram	9 (75%)	3 (25%)
Castleford	4 (44%)	5 (56%)

Q6a – the last time you saw a Doctor at the Surgery how was the Doctor at giving you enough time?

There was some discussion around the length of appointments, with 10 minutes not always long enough and that some GPs would only deal with one condition whilst others would give the time required. The group commented that in their experience only the GP can give a 20 minute appointment, which meant that you had to see a GP first and then book a second appointment to get a 20 minute appointment. It was agreed this was a waste of appointments. KW advised this should not be the case but acknowledged it is currently not easy to book a 20 minute appointment owing to the set up of the surgeries with alternating embargoed and routine appointments to maximise choice and availability of appointments. The Receptionists found it difficult to get two appointments together that could be changed into a 20 minute appointment. It was agreed the process should be reviewed.

Q6b – How good was the Doctor at asking about your symptoms?

Very good – 58% Good – 38% poor - 1%

Q6c – How good was the Doctor at listening?

Very good – 59% Good – 36% Poor – 1%

Q6d – How good was the Doctor at explaining tests and treatments?

Very good – 52% Good – 34% neither good -3% Poor – 1%
Nor poor

Q6e – How good was the Doctor at involving you in decisions about your care?

Very good – 47% Good - 34% neither good – 9% Poor – 1%
Nor poor

Q6f – How good was the Doctor at treating you with care and concern?

Very good – 57% Good – 34% neither good – 6% Poor – 1%
Nor poor

Q6g – How good was the Doctor at taking your problems seriously?

Very good – 57% Good – 34% neither good – 7% Poor – 1%
Nor poor

A significant number of comments were received regarding these questions. It was agreed these would be evaluated with the practice.

Q7 – Are you satisfied with the overall care and advice you receive from the surgery?

Of those patients who responded to this question 98% were satisfied with the overall care.

Q8 – Are you satisfied with the care you receive from the Nursing Staff?

Yes 89% No 2% not applicable 9%

Q9 – Are the Reception staff helpful?

Yes 98% No 2% some of them 1%

It was noted that 100% of patients who answered this question at Byram feel the Receptionists are helpful.

J advised that there are still some Receptionists who are not giving their name when answering the phone. This would be addressed.

Q10- Are the facilities at this surgery adequate for people (eg seating, toilets etc)

Ferrybridge - 98% Byram – 95% Castleford – 100%

The group representatives from Byram confirmed comments that the toilet facilities could be better there. This would be followed up.

Q11 – What other treatments do you think this surgery could offer?

The long list of suggestions was acknowledged by the group. K highlighted that it would be useful to have Chiropody service (nail cutting) available to patients even if they had to pay a small amount. This was supported by other members. The group felt that ultrasound, retinal screening and acupuncture should be explored further. It was queried if the practice undertook minor surgery. KW confirmed this was the case.

Q12 – Do you feel you have enough privacy at the Reception Desk?

The Group had strong feelings about the lack of privacy on the reception desk at Ferrybridge, which was why the question was included on the questionnaire. This was confirmed in the responses received. K had proposed a way of improving confidentiality by directing the queue better at the desk, but KW was unsure whether fire regulations would allow. It was noted that there was not enough space between the entrance door and the desk and patients felt crowded whilst speaking to the Receptionist. The Group were keen that options to improve confidentiality should be pursued. Concerns had also been highlighted at Byram surgery by patients.

Q13 – Are you happy with the cleanliness of the surgery?

All surgeries scored 100% yes on cleanliness.

Q14 – Do you think that the choices for obtaining repeat prescriptions work well?

97% of patients thought the choices for repeat prescriptions worked well. However, the Group highlighted that patients had commented that the online service does not always work and that some patients struggle with the answer machine.

Q15 – Do you think the Drop in Blood Clinic works well?

Yes 96% No 2%

The Group agreed the Drop in Blood Clinic worked well, comments from the survey highlighted that on occasions the sessions could be very busy.

Q16 – If you could change anything to improve the running of this surgery what would it be?

The Group reviewed the comments detailed (45 in total) and identified the following as key themes.

- Happy with the way it is run
- Make the desk more private/improve location of desk and automated check in at Ferrybridge
- Either more flu sessions or a ticket system to better manage flow (make it easier for people with poor mobility to sit and wait their turn) as the sessions are busy.
- Insurance notes take a long time.
- Opening hours and appointment availability

Q17 – Other Comments

The Group acknowledged the comments which confirmed the requirements of the action plan. It was agreed the practice would also review all these comments for reference and any follow up action required.

Action Plan

The Group agreed and prioritised the following action points.

- 1 Explore options to improve privacy on Reception at Beauforth House and relocate the automated check-in to a more accessible location.
- 2 Review the online services to include:
 - Confirming the number of appointments available and publicising the registration for online services in the next newsletter. Promote the guidance of booking appointments at other surgeries.
 - Gaining further clarification on whether the patients are encountering difficulties booking appointments owing to system issues or availability of appointments.
 - Check online prescription ordering and ensure where possible medications are brought in line so only ordering once per month instead of several times.
- 3 Explore increasing the timescale for booking in advance for GP appointments to 4 weeks, or identify a mechanism to get advance appointments booked if not available on the system to enable better continuity of care.
- 4 Review how appointments are booked for patients requiring extra time in a consultation.
- 5 Ensure staff give their first name when answering the phone.
- 6 Explore feasibility of introducing further services suggested by patients eg Nail Cutting, ultrasound etc.
- 7 Explore if any improvements can be made to the toilets at Byram.

8 Review how flu sessions are managed to improve flow through surgery.

The Next Steps

Finalise the Action plan and share with the Group for comment.

Provide summary of results in newsletter, on website and display in surgery.

Practice to review survey results.

Complete actions required by Patient Participation Enhanced Service.

Continue to promote the Patient Reference Group (including virtual)

Date and Time of Next Meeting

The next meeting would be held on Monday 2 April at 2.00 pm at Ferrybridge Community Centre.

Patient Survey 2012

This surgery is constantly striving to improve its care and services for all patients.

As part of this ongoing improvement, the Patient Focus Group compiled a questionnaire consisting of questions dealing with all aspects of patient experience when visiting the surgery.

378 completed surveys were received which represents approximately 4% of the total practice list size of 9913. Views were sought from all age groups and at all sites and provides an overview of the experiences of patients registered with this practice.

The report below comprises of comprehensive details of the answers given to each question along with additional comments and suggestions made. The practice will make an abbreviated version of the report available to patients via display in the surgery, the patient newsletter and on the practice website.

Q1. How did you book your last appointment?

A visit to the surgery	114 – 31%
By telephone	226 – 61%
Online	30 – 8%
Not applicable / blank	7

BY LOCATION

Responses	Byram 38	Castleford 29	Ferrybridge 294
A visit to the surgery	12 – 32%	10 – 34%	91 – 31%
By telephone	24 – 63%	17 – 59%	179 – 61%
Online	2 – 5%	2 – 7%	24 – 8%

BY AGE GROUP

Under 16 – 2

A visit to the surgery	0 – 0%
By telephone	2 – 100%
Online	0 – 0%

21-25 – 27

A visit to the surgery	5 – 19%
By telephone	22 – 81%
Online	0 – 0%

31-35 – 19

A visit to the surgery	3 – 16%
By telephone	13 – 68%
Online	3 – 16%

41-45 – 30

A visit to the surgery	12 – 40%
By telephone	16 – 53%
Online	2 – 7%

51-55 – 37

A visit to the surgery	14 – 37%
By telephone	22 – 60%
Online	1 – 3%

61-65 – 81

A visit to the surgery	16 – 31%
By telephone	26 – 51%
Online	9 – 19%

71-75 – 37

A visit to the surgery	10 – 27%
By telephone	23 – 62%
Online	4 – 11%

80+ – 15

A visit to the surgery	8 – 53%
By telephone	6 – 40%
Online	1 – 7%

16-20 – 5

A visit to the surgery	2 – 40%
By telephone	3 – 60%
Online	0 – 0%

26-30 – 16

A visit to the surgery	4 – 25%
By telephone	11 – 69%
Online	1 – 6%

36-40 – 20

A visit to the surgery	3 – 15%
By telephone	15 – 75%
Online	2 – 10%

46-50 – 24

A visit to the surgery	6 – 25%
By telephone	15 – 63%
Online	3 – 12%

56-60 – 28

A visit to the surgery	11 – 39%
By telephone	14 – 50%
Online	3 – 11%

66-70 – 35

A visit to the surgery	14 – 40%
By telephone	21 – 60%
Online	0 – 0%

76-80 – 12

A visit to the surgery	2 – 17%
By telephone	10 – 83%
Online	0 – 0%

BY GENDER

Female – 238

A visit to the surgery	64 – 27%
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Male – 125

A visit to the surgery	48 – 39%
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By telephone	153 – 64%	By telephone	69 – 55%
Online	21 – 9%	Online	8 – 6%

Q2. If by telephone how long did you wait for an answer?

Prompt	1 – <1%	Few minutes	6 – 2%
0 seconds	4 – 2%	15 seconds	3 – 1%
30 seconds	11 – 5%	1 minute	68 – 29%
2 minutes	76 – 32%	3 minutes	19 – 8%
4 minutes	10 – 4%	5 minutes	31 – 13%
6 minutes	1 – <1%	10 minutes	1 – <1%
10-15 minutes	1 – <1%	Not sure	1 – <1%

Q2a. The practice telephone number changed in September. How would you rate the new system against the old (0844) number?

Better	234 – 75%	No Difference	72 – 23%
Worse	8 – 2%	Not used it	1 – <1%

Q3. Did you find it easy to make an appointment online?

No	43 – 34%	Yes	84 – 66%
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	No	Yes
Under 16	0 – 0%	1 – 1%
16-20	0 – 0%	1 – 1%
21-25	4 – 3%	6 – 5%
26-30	2 – 2%	3 – 2%
31-35	2 – 2%	5 – 4%
36-40	2 – 2%	6 – 5%
41-45	5 – 4%	9 – 7%
46-50	3 – 2%	6 – 5%
51-55	5 – 4%	6 – 5%
56-60	2 – 2%	7 – 5%
61-65	7 – 5%	15 – 12%
66-70	1 – 1%	1 – 1%
71-75	4 – 3%	10 – 8%
76-80	4 – 3%	2 – 2%
80+	2 – 2%	3 – 2%

Q4. Did you receive an appointment within a reasonable timescale?

No	20 – 6%	Yes	289 – 94%
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	No	Yes
Ferrybridge	15 – 6%	230 – 94%
Byram	3 – 9%	32 – 91%
Castleford	2 – 10%	18 – 90%
Not specified	0 – 0%	9 – 100%

Q5a. Was the appointment with the GP of your choice?

Not applicable	75 – 20%	No	52 – 14%
Yes	251 – 66%		

	No	Yes
Ferrybridge	42 – 18%	191 – 82%
Byram	3 – 9%	32 – 91%
Castleford	6 – 23%	20 – 77%
Not specified	1 – 11%	8 – 89%

Q5b. Was the appointment with the Nurse of your choice?

Not applicable	245 – 65%	No	25 – 7%
Yes	108 – 28%		

	No	Yes
Ferrybridge	16 – 15%	94 – 85%
Byram	3 – 25%	9 – 75%
Castleford	5 – 56%	4 – 44%
Not specified	1 – 50%	1 – 50%

Q6a. The last time you saw a Doctor at the surgery how good was the Doctor at giving you enough time?

Very Good	221 – 59%	Good	131 – 35%
Neither good nor poor	15 – 4%	Poor	3 – 1%
Very Poor	1 – <1%	N/A	1 – <1%

Q6b. The last time you saw a Doctor at the surgery how good was the Doctor at asking about your symptoms?

Very Good	214 – 58%	Good	141 – 38%
Neither good nor poor	12 – 3%	Poor	1 – <1%
Very Poor	0 – 0%	N/A	1 – <1%

Q6c. The last time you saw a Doctor at the surgery how good was the Doctor at listening?

Very Good	220 – 59%	Good	132 – 36%
Neither good nor poor	12 – 3%	Poor	2 – 1%
Very Poor	0 – 0%	N/A	5 – 1%

Q6d. The last time you saw a Doctor at the surgery how good was the Doctor at explaining tests & treatments?

Very Good	195 – 52%	Good	127 – 34%
Neither good nor poor	13 – 4%	Poor	3 – 1%
Very Poor	0 – 0%	N/A	33 – 9%

Q6e. The last time you saw a Doctor at the surgery how good was the Doctor at involving you in decisions about your care?

Very Good	178 – 47%	Good	126 – 34%
Neither good nor poor	33 – 9%	Poor	2 – 1%
Very Poor	0 – 0%	N/A	32 – 9%

Q6f. The last time you saw a Doctor at the surgery how good was the Doctor at treating you with care and concern?

Very Good	212 – 57%	Good	129 – 34%
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Neither good nor poor	22 – 6%	Poor	2 – 1%
Very Poor	0 – 0%	N/A	6 – 2%

Q6g. The last time you saw a Doctor at the surgery how good was the Doctor at taking your problems seriously?

Very Good	213 – 57%	Good	124 – 34%
Neither good nor poor	23 – 7%	Poor	5 – 1%
Very Poor	1 – <1%	N/A	5 – 1%

Comments – See Appendix A

- 'Good service and very good care' – Male, 70, Castleford
- 'Entirely satisfied with the service' – Female, 65, Byram
- 'The Doctors I've seen so far were nice and kind' – Female 28, Castleford
- 'Felt very uncomfortable when asking for a sick note' – Male, 40, Ferrybridge
- 'Locum Doctor didn't take me seriously' – Female, 53, Ferrybridge
- 'I presented with unusual circumstances, I thought the Doctor did well under the circumstances' – Female, 51, Ferrybridge
- 'The Doctors at my surgery are outstanding' – Female, 39, Ferrybridge
- 'I find the above does vary from visits to visit and Doctor to Doctor' – Female, 36, Ferrybridge
- 'Doctor good in getting quick blood test sorted, but quick to refer me to consultant without giving me much explanation. Got info off internet' – Female, 59, Ferrybridge
- 'I need so much understanding and reassuring and I received it. On a scale of 100 I received 100' – Female, 41, Ferrybridge
- 'I like to see Dr Osborne or Dr Brew, sometimes you have to wait but it is worth it' – Female, 44, Byram

Q7. Are you satisfied with the overall care and advice you receive from the surgery?

No	9 – 2%	Yes	359 – 98%
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Q8. Are you satisfied with the care you receive from the Nursing staff?

Not applicable	35 – 9%	No	6 – 2%
Yes	337 – 89%		

Q9. Are the Reception staff helpful?

No	6 – 2%	Some of them	1 - <1%
Yes	361 – 98%		

	No	Yes	Some of them
Ferrybridge	5 – 2%	284 – 98%	1 – 1%
Byram	0 – 0%	40 – 100%	
Castleford	1 – 3%	28 – 97%	

Q10. Are the facilities at this surgery adequate for people? (e.g. seating, toilets)

No	7 – 2%	Yes	360 – 98%
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No		Yes	
Ferrybridge	5 – 2%	285 – 98%	

Byram	2 – 5%	36 – 95%
Castleford	0 – 0%	28 – 100%

Comments – See Appendix B

‘Large waiting area with plenty of seating makes a big difference’ – Female, 28, Ferrybridge

‘Byram facilities not very good especially toilets’ – Female, 43, Byram

‘Everything has been alright’ – Male, 74, Castleford

‘Excellent’ – Male, 43, Ferrybridge

Q11. What other treatments do you think this surgery could offer? – See Appendix C

- Pharmacy (including non-prescription items) / Dispensary for all patients
- Saturday morning blood clinics
- Drop-in sessions
- X-rays
- Routine testing for prostate and bowel cancer
- Optometry
- Midwife / Health Visitor drop-in sessions
- Coffee / Drinks machine and daily papers
- Chiropody
- Ultrasound
- Retinal Screening
- Small operations
- Acupuncture
- Counselling
- Stop smoking clinic
- Laser Hair Removal

Q12. Do you feel you have enough privacy at the Reception Desk?

	No	Yes	Sometimes / ?
Ferrybridge	99 – 34%	189 – 65%	2 - <1%
Byram	14 – 36%	25 – 64%	
Castleford	6 – 21%	23 – 79%	
Blank	1 – 10%	9 – 90%	

Most patients appear to be happy with the privacy at the reception desk however it is clear there are problems with the privacy especially at Ferrybridge and Byram.

Q13. Are you happy with the cleanliness of the surgery?

	No	Yes
Ferrybridge	0 – 0%	294 – 100%
Byram	0 – 0%	39 – 100%
Castleford	0 – 0%	28 – 100%
Blank	0 – 0%	9 – 100%

Comments – See Appendix D

‘Was very clean’ – Male, 53, Ferrybridge

‘Always looks clean and tidy’- Female, 53, Ferrybridge

‘No problems’ – Male, 66, Byram

'Everything seems to be clean and hygienic' – Female, 17, Ferrybridge

'Standards very high' – Male, 52, Ferrybridge

Q14. Do you think the choices for obtaining repeat prescriptions work well?

No 10 – 3% Yes 338 – 97%

Comments – See Appendix E

'Although online service is a good thing does not always work' – Female, 64, Ferrybridge

Q15. Do you think the Drop-in Blood Clinic works well?

No 6 – 2% Yes 309 – 98%

Comments

'Think the drop-in clinic works really well' – Female, 57, Ferrybridge

'Blood Clinic too busy' – Male, 67, Ferrybridge

'Excellent service' – Female, 62, Ferrybridge

Q16. If you could change anything to improve the running of this surgery what would it be?

Magazines in waiting room – Castleford

Being able to ring direct to Byram surgery

A Nurse should be here all the time – Castleford

More consideration towards sick children

Nothing!

Longer opening hours

Planned appointment availability

More Doctors

Being able to see the Doctor of your choice without having to wait 3 or 4 days

Move reception desk to a more amenable position – Ferrybridge

Being able to see the Doctor you want so you're not seeing different Doctors for the same problem

More flu jab days – gets very busy

(See further comments Appendix F)

Q17. If you wish to add any further comments about the services the surgery provides please detail below

'Your own pharmacy would be of inestimable value, all local area pharmacies are tied by contract to large conglomerates. When they are out of stock their contract prevent them going to other sources. Extended waiting times to fill a one off prescription while collection orders are being assembled.' – Male, 83, Ferrybridge

'The doctor I wanted to see had left the practice. It would be helpful if we were informed when a doctor leaves' – Male, 71, Ferrybridge

'We really like our prescription delivery man, he is so polite' – Female, 42, Byram

'The self check in could be in a more obvious place' – Male, 71, Ferrybridge

'Need to know which doctors specialise in what in order to receive correct advice and treatment' – Female, 64, Ferrybridge

'I think the team offer a good service. Thanks!' – Female, 59, Ferrybridge

'Nice to have the radio to listen to' – Female, 69, Ferrybridge

(See further comments Appendix G)

Appendix A – Q6. The last time you saw a Doctor at the surgery was the Doctor any good at the following?

'Nice to have the radio to listen to' – **Female, 88, Byram**

'If really ill would have to have home visit as the surgery is a good walk from where I live' – **Female, 79, Byram**

'In my experience as a patient, I have found barriers at reception. I find the doctors unapproachable, no eye contact, I have no rapport with any one doctor, having to have a double appointment because of 2 problems, and then the doctor looking at his watch to say 'times up', having waited 20 minutes after my appointed time. I had one problem for 6 weeks before coming to see the doctor, been told to come back next week if not gone, still have it 6 months later, do not have the courage to come back. No, our problem, people of my age have doctors on a pedestal, in high esteem, only for me I feel so very let down. I have had a problem I would dearly wish to discuss for 3 years now and I still cannot find one doctor who has the time. Dr Higgins seemed to care, was just building up a relationship with him.....then gone! Over the years I have been lucky enough not to have needed your services for at least 27 years, once or twice, then when I do my experience has not been good. I laughed to myself last week at a friend's house, we were watching 'Doctors' on the television, a fictitious programme, a soap if you like, but it made me say 'I do wish our doctors would take a leaf out of their book!' They cared; they even ran after a patient to help them, would you do that? They even called at someone's home because they were worried, would you do that? I know it's pretend and I know I am in your world. The uncaring one. Also please remember, we are people, not your boxes that want ticking or statistics to reach and we are not privy to your 'procedures'.' – **Female, 50+, Ferrybridge**

'Waited nearly two weeks to see No5 and at the location we wanted' – **Female, Castleford, 83**

'Good service and very good care' – **Male, Castleford, 70**

'No complaint' – **Female, Castleford, 76**

'Entirely satisfied with the service' – **Female, Byram, 65**

'I like to see Dr Osborne or Dr Brew, sometimes you have to wait but it is worth it.' – **Female, 44, Byram**

'The doctors I've seen so far were nice and kind' – **Female, 28, Castleford**

'Great Service' – **Female, 19, Castleford**

'Always been good' – **Male, 51, Ferrybridge**

'Telephone receptionist tries to interfere in confidential matters' – **Male, 65, Ferrybridge**

'All excellent' – **Male, 44, Ferrybridge**

'Telephone receptionist tries to interfere in confidential matters' – **Female, 66, Ferrybridge**

'Did not attend surgery have home visits' – **Male, 88, Byram**

'Felt very uncomfortable when asking for a sick note' – **Male, 40, Ferrybridge**

'Locum doctor didn't take me seriously' – **Female, 53, Ferrybridge**

'I presented with unusual circumstances, I thought the GP did well, under the circumstances' – **Female, 51, Ferrybridge**

'I didn't feel rushed at all' – **Female, 52, Ferrybridge**

'Took the time to explain' – **Female, 24, Ferrybridge**

'Wart at back of hand asked for another freeze to try and get it off, said I could only have so many but I'm not sure that would have been a problem' – **Female, 43, Ferrybridge**

'Excellent staff/doctors/nurses' – **Female, 35, Ferrybridge**

'The doctors at my surgery are outstanding' – **Female, 39, Ferrybridge**

'Outlined a new and better treatment for my condition' – **Male, 63, Ferrybridge**

'Very good service' – **Male, 27, Ferrybridge**

'Excellent service' – **Male, 43, Ferrybridge**

'I've always been happy with my treatment here and I've been with this surgery for 40 years' – **Female, 61, Ferrybridge**

'This practice is 100% in all aspects' – **Male, 85, Ferrybridge**

'I find the above does vary from visit to visit and from doctor to doctor' – **Female, 36, Ferrybridge**

'She was very good with understanding my problem and very helpful' – **Female, 17, Ferrybridge**

'First appointment with doctor' – **Male, 51, Ferrybridge**

'Had an ongoing problem, no treatments have worked and feel like no resolution will be found' – **Female, 34, Ferrybridge**

'I have experienced excellent care and trust with the doctor or nurse every time I have visited the surgery' – **Female, 50, Ferrybridge**

'Have just moved here so only my second visit' – **Male, 57, Ferrybridge**

'I must say, did make an appointment for my daughter whom had a nasty rash, here the doctor seemed very put out to see us and felt he did not take my concerns seriously' – **Female, 37, Ferrybridge**

'Saw Dr Speers and he was excellent' – **Female, 57, Ferrybridge**

'Only had Dr Osborne, found very good' – **Female, 51, Ferrybridge**

'Doctor good in getting quick blood test sorted, but quick to refer me to consultant without giving me much explanation. Got info off internet' – **Female, 59, Ferrybridge**

'Very good' – **Male, 66, Ferrybridge**

'Excellent care from Dr Osborne' – **Female, 67, Ferrybridge**

'Practice don't arrange follow up visits to discuss test results or how prescription medication has worked.' – **Female, 67, Byram**

'Doctor should arrange follow up visits if patient has had problems for 2 weeks upwards' – **Male, 68, Byram**

'The system is hit and miss for times waiting both on the phone and appointments' – **Female, 63, Byram**

'I have been seeing Dr Hawkins who I found to be a very nice understanding doctor and I'm sad that she has now left the surgery' – **Female, 35, Ferrybridge**

'People need more say' – **Male, 48, Ferrybridge**

'Dr Phipps-Jones was friendly and explained all the options available' – **Female, 62 Ferrybridge**

'I need so much understanding and reassuring and I received it. On a scale of 100 I received 100' – **Female, 41, Ferrybridge**

'Since changing our practice the care and interest in my wife has improved beyond measure resulting in highlighting a major problem, not considered of note previously' – **Male, 83, Ferrybridge**

'Excellent service' – **Male, 66, Ferrybridge**

'Dr Mone is my doctor and I have every faith in him he is very good' – **Female, 74, Ferrybridge**

Appendix B – Q10. Are the facilities at this surgery adequate for people? E.g. seating, toilets

'Very good' - Female, 76, Castleford

'Byram facilities not very good especially toilets' – Female, 43, Byram

'Everything has been alright' – Male, 74, Castleford

'Everything I have wanted at this surgery has been very good' – Female, 72, Castleford

'Very Good' – Female, 65, Ferrybridge

'Do not attend' – Male, 88, Byram

'Is always very clean - staff pleasant and helpful' – Female, 62, Ferrybridge

'Friendly/helpful atmosphere all round' – Female, 35, Ferrybridge

'Not for men and women' – Male, 51, Ferrybridge

'Not for men and women' – Female, 51, Ferrybridge

'Always clean and tidy' – Male, 27, Ferrybridge

'Excellent' – Male, 43, Ferrybridge

'Great' – Male, 85, Ferrybridge

'Could be a play area for waiting children' – Female, 34, Ferrybridge

'Good basic care and beyond is given. There is always room to suggest extra facilities, but suppose budget restraints are a problem' – Female, 59, Ferrybridge

'Very good' – Male, 66, Ferrybridge

'Not much room to be served' – Female, 77, Ferrybridge

'Average' – Female, 60, Ferrybridge

'Needs blood pressure machine for self testing and chiropody facilities' – Female, 75, Ferrybridge

'Disappointed that the blood pressure machine has been removed' – Male, 75, Ferrybridge

'As above don't follow up patient progress. Don't get back to patient when they say they will' – Female, 67, Byram

'Don't use them as such' – Male, 57, Ferrybridge

'Pushchairs can sometimes block the toilet; this is due to the bead table location' – Female, 32, Ferrybridge

'Very good services' – Female, 54, Ferrybridge

'Large waiting area with plenty of seating makes a big difference' – Female, 28, Ferrybridge

Appendix C – Q11. What other treatment do you think this surgery could offer?

- 'With tongue in cheek I would say unless you can reverse time and make us younger I cannot think of anything at the moment' – **Female, 79, Byram**
- 'None that I can think of' – **Castleford, 70, Male**
- 'Free Beer!!!' – **Castleford, 71, Male**
- 'Longer Surgery hours' – **Byram, 42, Female**
- 'Orthoptics' – **Female, 47, Byram**
- 'Ultrasound' – **Female, 28, Castleford**
- 'Smear tests as we have to go further' – **Female, 25, Castleford**
- 'Home visits for children' – **Male, 33, Castleford**
- 'Laser Hair removal' – **Female, 19, Castleford**
- 'Dispensary instead of going to the chemist' – **Female, 24, Castleford**
- 'Have everything I need' – **Blank**
- 'Can't think of any as I moved to this surgery only a few months ago, they have better services than the one I moved from.' – **Female, 46, Ferrybridge**
- 'Pharmacy, would be useful if non-prescription items also available to purchase as required' – **Female, 52, Ferrybridge**
- 'As a full time worker have to take time off to have bloods taken a couple of hours on a Saturday even once a month would be good' – **Female, 53, Ferrybridge**
- 'Think it has a good range already' – **Female, 62, Ferrybridge**
- 'I am ok with the services offered' – **Female, 57, Ferrybridge**
- 'Drop-in chat' – **Female, 43, Ferrybridge**
- X-rays – **Male, 51, Ferrybridge**
- 'Don't know (I am a new patient)' – **Male, 63, Ferrybridge**
- 'More routine testing for prostate cancer and bowel cancer' – **Male, 60, Ferrybridge**
- 'I don't know because I hardly come here' – **Female, 61, Ferrybridge**
- 'Ocular/Optomety' – **Male, 85, Ferrybridge**
- 'Midwife/Health Visitor Drop-in' – **Female, 30, Ferrybridge**
- 'Coffee machine/daily paper' – **Male, 51, Ferrybridge**
- Would say it is adequate as it is – **Female, 50, Ferrybridge**
- 'Can't think of any - I don't tend to come to any other sessions apart from to see the doctor if unwell' – **Female, 31, Ferrybridge**
- 'Chiropody, Ultrasound' – **Female, 57, Ferrybridge**
- 'Chiropodist' – **Male, 60, Ferrybridge**
- 'Chiropody service would be useful' – **Female, 59, Ferrybridge**
- 'Ultrasound facilities needed urgently (speaking from experience)' – **Female, 75, Ferrybridge**
- 'Facilities for chiropody, Ultrasound diagnostic treatment' – **Male, 75, Ferrybridge**
- 'Chiropody' – **Male, 75, Ferrybridge**
- 'Chiropody would like ultrasound so that it helps me and the hospital' – **Female, 63, Ferrybridge**
- 'Chiropody service' - **Female, 63, Ferrybridge**
- 'Ultrasound would be a benefit' – **Female, 67, Ferrybridge**
- 'Ultrasound screening to relieve pressure off hospitals, chiropody' – **Female, 65, Ferrybridge**
- 'Chiropody for diabetics and the elderly, Retinal screening' – **Male, 70, Ferrybridge**
- 'Would benefit from ultrasound scans done in surgery' – **Female, 69, Ferrybridge**
- 'Chiropody, tests such as ultrasound, minor surgery, well women clinic' – **Female, 60, Ferrybridge**

'When patient diagnoses with life limiting illness doctor and nurse should do home visit as patient gets worse they should automatically increase visits, make all arrangements for providing medication.' – **Female, 67, Byram**

'I think the emergency appointment system could work better, I sometimes find it difficult to get appointments quickly' – **Female, 32, Ferrybridge**

'Possibly a pharmacy' – **Male, 52, Ferrybridge**

'X-rays, If I had the money I would buy one' – **Male, 48, Ferrybridge**

'Nothing everything is fine' – **Female, 32, Ferrybridge**

'Small operations e.g. mole removals, toenails removed. Acupuncture. Small foot ops. Eye diagnosis i.g. Bletharitis' – **Female, 64, Ferrybridge**

'Tea/coffee' – **Female, 40, Ferrybridge**

'Counselling on prostate and other diseases one to one' – **Male, 58, Ferrybridge**

'Stopping smoking, instead of going to Pontefract or Castleford' – **Female, 37, Ferrybridge**

'Don't really use the surgery enough to comment' – **Female, 37, Ferrybridge**

'MOT for women' – **Female, 72, Ferrybridge**

'Prostate test' – **Male, 76, Ferrybridge**

Appendix D – Q13. Are you happy with the cleanliness of the surgery?

'I use Welbeck Street' – Male, 77, Castleford

'No problem' – Male, 66, Byram

'Yes' – Male, 56, Blank

'Was very clean' – Male, 53, Ferrybridge

'Excellent' – Female, 35, Ferrybridge

'Seems v/clean' – Male, 63, Ferrybridge

'Always looks clean and tidy' – Female, 53, Ferrybridge

'Everything seems to be clean and hygienic' – Female, 17, Ferrybridge

'Definitely' – Female, 31, Ferrybridge

'Not at Castleford' – Male, 75, Ferrybridge

'Standards very high' – Male, 52, Ferrybridge

'Always clean and tidy' – Female, 35, Ferrybridge

'Always tidy' – Male, 58, Ferrybridge

Appendix E – Q14. Do you think the choices for obtaining repeat prescriptions work well?

'Never have done for me. I solved the problem by asking the chemist to pick up; I now just go there and collect. No problems, they are very competent.' – **Female, 50+, Ferrybridge**

'Excellent' – **Female, 65, Byram**

'Couldn't drugs e.g. aspirin be given for 3 weeks thus saving costs' – **Female, 72, Ferrybridge**

'Not always, sometimes the 48 hrs can be a long time when considering weekends and bank holidays' – **Female, 49, Ferrybridge**

'Never had one' – **Female, 22, Ferrybridge**

'Don't know yet' – **Female, 51, Ferrybridge**

'Some don't' – **Female, 43, Ferrybridge**

'I don't know because I don't have any' – **Female, 61, Ferrybridge**

'Not had repeat prescriptions' – **Female, 19, Ferrybridge**

'Chemist does it for us' – **Female, 52, Ferrybridge**

'Not had experience of this' – **Female, 31, Ferrybridge**

'All tablets run out at different times' – **Female, 77, Ferrybridge**

'If I want to order on internet find it too inflexible e.g. just one tablet due on different date to all the rest' – **Male, 70, Ferrybridge**

'Think 6 days before they are due is too short. Hand in at doctors on Friday can't pick up till Tuesday. If chemist picks up for me should be ready that day but usually not ready till day after = 6 days. Can be onto last tabs by then. If unable to pick up can end up without' – **Female, 69, Ferrybridge**

'But would be better to reorder every 2 months would be less administration also would help local chemist, lessen queues etc' – **Female, 60, Ferrybridge**

'Usually, can be difficult if differing lengths of use of medications. End up having to order several times a month' – **Female, Blank, Ferrybridge**

'Ordered one week ago still not done' – **Male, 48, Ferrybridge**

'Although online service is a good thing does not always work' – **Female, 64, Ferrybridge**

'Don't like the automated much prefer to speak to someone' – **Female, 54, Ferrybridge**

'Never had one' – **Male, 41, Byram**

Appendix F – Q16. If you could change anything to improve the running of this surgery, what would it be?

- 'Make the desk more private' – **Female, 27, Ferrybridge**
- 'Quite satisfied' – **Female, 88, Byram**
- 'Cannot think of anything at the moment' – **Female, 79, Byram**
- 'OK' – **Female, 72, Byram**
- 'The public in general are too frightened to ask, so to be told when you will get the results and what you are being tested for' – **Female, 50+, Ferrybridge**
- 'None that I can think of' – **Male, 70, Castleford**
- 'Magazines in waiting room' – **Female, 66, Castleford**
- 'Being able to ring direct to Byram Surgery' – **Male, 66, Byram**
- 'Dr Pinder could be nicer' – **Female, 43, Byram**
- 'A nurse should be here all the time' – **Female, 28, Castleford**
- 'More consideration towards sick children. I phoned a couple of weeks ago for my son who was not stop vomiting and was on the phone for 45 minutes with no success' – **Male, 33, Castleford**
- 'New seats' – **Female, 19, Castleford**
- 'More late opening' – **Male, 48, Castleford**
- 'Very happy with the way its run' – **Female, 65, Ferrybridge**
- 'Planned appointment (not urgent) availability' – **Female, 49, Ferrybridge**
- 'Water/drink dispenser' – **Female, 73, Ferrybridge**
- 'More doctors' – **Female, 50, Ferrybridge**
- 'Not sure' – **Female, 51, Ferrybridge**
- 'Nothing' – **Female, 57, Ferrybridge**
- 'Would be better with more hours opening' – **Female, 77, Ferrybridge**
- 'Should be able to make short-term appointments without ringing or coming in at 8.30am' – **Female, 43, Ferrybridge**
- 'Add more to surgery / testing for bowel and other cancers' – **Male, 51, Ferrybridge**
- 'Being able to see the doctor of choice without having to wait 3 or 4 days' – **Female, 66, Ferrybridge**
- 'Nothing' – **Female, 39, Ferrybridge**
- 'A ticket system should be introduced for flu jabs. More needs to be done about patients being told when doctors over run' – **Male, 60, Ferrybridge**
- 'Nothing' – **Male, 27, Ferrybridge**
- 'The only comment I would have it that if you need an insurance note it takes a long time' – **Female, 61, Ferrybridge**
- 'Nothing' – **Female, 17, Ferrybridge**
- 'Would like children's centre' – **Female, 34, Ferrybridge**
- 'Not to have reception in the middle of surgery' – **Female, 19, Ferrybridge**
- 'Don't have any problems with how the surgery is run' – **Female, 50, Ferrybridge**
- 'In house pharmacy would be helpful' – **Female, 57, Ferrybridge**
- 'When letters are sent to GP's from Hospital Consultants advising new drugs to be taken these letter are filed without new drugs being added to patients file, it takes another call to get the prescription sorted' – **Female, 59, Ferrybridge**
- 'Move reception desk to a more amenable position' – **Female, 75, Ferrybridge**
- 'Longer opening hours' – **Female, 65, Ferrybridge**
- 'Home visits in emergencies' – **Female, Blank, Ferrybridge**
- 'Have staff do what they stay they will, i.e. when they say they will call back/make home visit - this doesn't always happen.' – **Female, 67, Byram**
- 'Don't really think it needs improving' – **Male, 52, Ferrybridge**
- 'Training for reception staff' – **Male, 48, Ferrybridge**

'Not open enough or long enough periods' – **Female, 64, Ferrybridge**

'Being able to see the doctor you want so you're not seeing different doctors for the same problem' – **Female, 37, Ferrybridge**

'To be able to see the doctor of your choice without having to wait 3 weeks' – **Female, 67, Ferrybridge**

'More flu jab days - gets very busy' – **Female, 72, Ferrybridge**

'A ticket system like the one used in General hospital blood clinics, but without the expense of illuminated number call, a ticket should be sufficient' – **Male, 83, Ferrybridge**

'More privacy at reception' – **Male, 35, Ferrybridge**

'Nothing everything works great' – **Female, 25, Ferrybridge**

Appendix G – Q17. If you wish to add any further comments about the services the surgery provides please detail below

'I do not like phoning for appointments, plus if I request to see a doctor I do not want to see a Nurse Practitioner. Reception staff over 12 years have been good except on two occasions, both women concerned are no longer with the practice' – Female, 66, Blank

'Nice to have the radio to listen to' – Female, 69, Ferrybridge

Q9. Sometimes not on reception duty doing other tasks – Male, 74, Byram

Q5. When ill do not wait for a choice, if one has time to wait then are they really ill?

Q9. I find most staff helpful most of the time / I think some patient approach with the wrong attitude, we all have off days don't we. Q12. Whenever one sits in the surgery you can usually hear what people at reception are saying. It cannot really be helped. – Female, 79, Byram

Q12. I do not wish to discuss my problems in public! Or hear others! – Female, 50+, Ferrybridge

Q12. At Castleford Surgery people with hearing problems or if waiting room is nosey - you can hardly hear intercom! – Female, 83, Castleford

'Very good service and care' – Male, 70, Castleford

Q15. Drop in blood clinic works very well – Male, 65, Castleford

'Good service' – Female, 76, Castleford

'Good Service every time' – Female, 82, Byram

Q4. Some time waiting to get an appointment takes to long to get in – Female, 55, Byram

'Overall the experience I have at Byram surgery is excellent; the reception staff are second to none.' – Male, 66, Byram

Q9. Always very helpful, very good service – Female, 44, Byram

'It's good to be able to attend a local practice' – Female, 45, Castleford

'Telephone service at Ferrybridge is appalling; the receptionist is rude, unhelpful and wants to know details of my appointment. I should not have to tell her why I wish to see the doctor in order to make an appointment. Also I don't believe I should give more than 3 days notice when I ring to request an appointment. On a separate note the staff at Castleford have always been very helpful. Incidentally your doctors are rude too and seem to view me as an inconvenience rather than the commodity I am. To put this in context I have requested an appointment less than 10 times in the 10 years I have been registered so its not that I am a problem client' – Female, 28, Castleford

Q15. Think the drop in clinic works really well – Female, 57, Ferrybridge

'Delays with communication when hospitals refer back to doctor' – Female, 72, Ferrybridge

Q12. Too many people around. Q15. Blood Clinic too busy – Male, 67, Ferrybridge

Q12. Notice regarding standing back is not always seen!! People just push in. I feel well served by reception, pharmacy, nurses and doctors - but not appointments not always readily available to see the same doctor – Female, 73, Ferrybridge

'We really like our prescription delivery man, he is so polite' – Female, 42, Byram

Q15. Not used drop-in blood clinic yet – Male, 53, Ferrybridge

'Both me and my partner have felt uncomfortable when asking for sick notes and she was spoken to very rudely' – Male, 40, Ferrybridge

Q9. Did not know enough to deal with my circumstance, (overseas resident but British Citizen) – Female, 51, Ferrybridge

Q9. Reception staff always polite, friendly and helpful – Male, 74, Ferrybridge

'I am very satisfied with the system here at Ferrybridge' – Female, 77, Ferrybridge

'Should be easier to put medication on repeat' – Female, 43, Ferrybridge

Q2a Only slightly use answering system for repeat prescriptions – Female, 46, Ferrybridge

'Charges are made for doctors letter or for filing, the length of time we wait for them returned to us is too long' – Male, 60, Ferrybridge

Q5. it didn't matter to me. The only comment I would have it that if you need an insurance note it takes a long time – Female, 61, Ferrybridge

Q9. I think all the staff were very helpful and polite – Female, 17, Ferrybridge

Q15. Don't know never used it – Male, 52, Ferrybridge

Q9. The staff at Ferrybridge are always friendly and helpful – Female, 54, Ferrybridge

'Welcoming and friendly' – Female, 50, Ferrybridge

Q4. Sometimes difficult to get an appointment especially for Dr Mone who I see pretty regular. Q9. Depends who you get. – Female, 52, Ferrybridge

'I didn't like the way the flu jab was given it felt like a cattle market, it maybe better ticket no' – Female, 61, Ferrybridge

'I think the team offer a good service. Thanks!' – Female, 59, Ferrybridge

'Better system needed for flu jabs, suggest tickets' – Female, 77, Ferrybridge

'It would be a good idea if the surgery performed ultrasound tests to cut the waiting lists down' – Male, 60, Ferrybridge

'Dr Osborne is a most caring and helpful doctor and I have every faith in her' – Female, 75, Ferrybridge

'I have been seeing Dr Marlow he has been brilliant and sorted my problem out, he even rang me at home and talked through my illness with me. He is fab' – Female, 63, Ferrybridge

Q12. Sometimes. I would just like to say that Dr Wynn is always ready to listen and answer any questions. He is always friendly – Female, 63, Ferrybridge

'Overall I am very satisfied with our medical centre' – Female, 65, Ferrybridge

'Diabetics should see a doctor at least every other check up. Only seen a doctor once for this in three and a half years' – Male, 70, Ferrybridge

Q12. Not enough privacy at desk to ask question – Male, 65, Ferrybridge

'I have only been registered for just over a year, this surgery is overall better than my previous one at Riverside in Castleford' – Female, 60, Ferrybridge

Q4. Long wait named request – Female, Blank, Ferrybridge

'Listen more to patient. Refer to specialist more quickly. Ensure prescribed drugs are compatible' – Female, 67, Byram

'In my opinion doctors are slow on occasions to refer patients to specialist I also have opinion this is probably to save money' – Male, 68, Byram

Q9. All bar one are very helpful at the reception – Female, 63, Byram

'Nice relaxed atmosphere – excel' – Male, 52, Ferrybridge

'Sometimes you have to wait a while to see specific doctors, that really is my only complaint' – Female, 35, Ferrybridge

'Runs really well' – Female, 59, Ferrybridge

'Receptionist quizzing people on need for appt can be off putting and intrusive' – Female, 31, Ferrybridge

Q9. Reception staff talk to you as if you're stupid, and they think they are doctors – Male, 48, Ferrybridge

Q4. Think I had to wait 2 weeks to see a doctor of my choice (for Dr Phipps-Jones on Fri 3/2) which is quite a long time to wait but I presume that if she had wanted to see me sooner after my 24hr BP recording was downloaded you would have phoned me. Sometimes other patients stand very close when you are speaking to a receptionist but if I needed more privacy I would ask to see a receptionist in a room away from reception. Q15 Excellent service – Female, 62, Ferrybridge

'Need to know which doctors specialise in what in order to receive correct advice and treatment' – Female, 64, Ferrybridge

'Clean surgery, warm and friendly. Friendly staff very approachable' – Female, 58, Ferrybridge

'The self check in could be in a more obvious place' – Male, 71, Ferrybridge

'Out of hours service is not adequate. I have a specific complaint which I will be taking further' – Female, 85, Ferrybridge

'The doctor I wanted to see had left the practice. It would be helpful if we were informed when a doctor leaves' – Male, 71, Ferrybridge

'Always had a very positive experience from the surgery. The nursing staff are fantastic' – Female, 37, Ferrybridge

'Your own pharmacy would be of inestimate value, all local area pharmacies are tied by contract to large conglomerates. When they are out of stock their contract prevent them going to other sources. Extended waiting times to fill a one off prescription while collection orders are being assembled.' – Male, 83, Ferrybridge

Correspondence with Virtual Members
(anonymised)

From:
Sent: Tuesday, January 31, 2012 2:55 PM
To:
Subject: Survey

Dear,

Please find attached a copy of our patient survey which has been developed in conjunction with our Patient Focus Group. We would be very grateful if you could complete the survey and return it to us to help us improve our services and care to all patients.

Looking forward to hearing from you.

Regards

Ferrybridge Medical Centre
Direct Dial Tel:

Privileged and/or confidential information may be contained in this message. If you are not the original addressee indicated in this message (or responsible for delivery of the message to such person), you may not copy or deliver this message to anyone. In such case, please delete this message and notify us immediately

From:
Sent: 31 January 2012 22:13
To:
Subject: Survey

Hi,

I will return my questionnaire when I attend my appointment with Dr Phipps-Jones on Friday because for some reason my PC wouldn't let me either put an X in a box or insert a symbol - sorry about that!

Best wishes,

From:
Sent: Wednesday, 01 February 2012, 08:53 AM
To:
Subject: Survey

Hi,

That would be great thank you, there is a box in the reception area which you can post it into.

Regards

Ferrybridge Medical Centre
Direct Dial Tel:

From:
Sent: Friday, March 16, 2012 11:58 AM
To:
Subject: Patient Focus Group

Dear,

Please find attached the full report from the recent survey conducted within the practice and its branches, and also the minutes of the last Focus Group Meeting where the survey results were discussed and areas for the action plan to focus on were agreed.

If you have any comments or would like to add or discuss anything regarding the survey or resulting action plan please contact me at any time via email or telephone.

Regards

Ferrybridge Medical Centre
Direct Dial Tel:

From:
Sent: 16 March 2012 23:49
To:
Subject: Re: Patient Focus Group

Dear,

Thank you for emailing the survey results and the minutes of the Focus meeting - they make interesting reading and just go to show that you can't please all of the people all of the time! I have been registered at the practice for about 6 years and have always found the reception staff polite and helpful. I have only seen one Dr (a locum, I think) who was quite abrupt and unfriendly. Whilst most Drs do turn round to greet me when I walk into the surgery some don't and because of the layout of the surgeries I have been in, the Dr has his/her back to the door when the patient comes in. This isn't ideal as apart from it being 'unfriendly' it also places the clinical staff in a vulnerable position if they have an aggressive or violent patient in the room. Do all the staff have the 'Help' key activated on their SystemOne screens?

I was rather concerned about the comment below:

'More consideration towards sick children. I phoned a couple of weeks ago for my son who was not stop vomiting and was on the phone for 45 minutes with no success' – Male, 33, Castleford

Even allowing for exaggeration, that seems rather a long time for anyone with a sick child to have to wait - have you been able to investigate this or was it an anonymous comment? I know that some of our patients (xxxxxxx Leeds) have had problems with LCD who are our OOH provider who have kept them hanging on the phone for a long time.

I liked the comment from the 71 year old male who wanted beer providing - was this for the staff or the patients?!!!!

Regards,

From:

Sent: Friday, March 19, 2012 11:16 AM

To:

Subject: Patient Focus Group

Dear,

Many thanks for your comments regarding the patient survey. I have passed these on to the Practice Manager and they will also be raised at the next Patient Participation Group Meeting.

With regards to the layout of the clinical rooms, the positioning of the GP's desks is such that they are not in a position where a potentially violent/aggressive patient is between themselves and the door. Unfortunately, as you say this may come across as unfriendly but we are limited by the size and shape of the rooms and the furniture in them. This may be something we can revisit when refurbishing the consulting rooms however. All staff have the help key activated on their SystemOne screens and also have a one touch panic alarm on the telephone system.

We have looked into the comment that you highlighted, although as all surveys were completed anonymously we were unable to speak directly to the patient concerned. We have no record of any telephone calls to the practice lasting for that length of time so it may be that they have been connected to LCD when phoning the surgery out of hours.

On the whole we felt that the response to the survey was positive but has highlighted several areas for improvement. Our next step will be to develop the action plan which we will send on to you.

I think the staff and patients would be most grateful if we provided free beer!!!

Regards

Ferrybridge Medical Centre

Direct Dial Tel:

From:

To:

Sent: Friday, 16 March 2012, 12:00

Subject: Patient Participation Group

Dear,

Please find attached the full report from the recent survey conducted within the practice and its branches, and also the minutes of the last Focus Group Meeting where the survey results were discussed and areas for the action plan to focus on were agreed.

If you have any comments or would like to add or discuss anything regarding the survey or resulting action plan please contact me at any time via email or telephone.

Regards

Ferrybridge Medical Centre

Direct Dial Tel:

From:
Sent: 18 March 2012 15:39
To:
Subject: Re: Patient Participation Group

Hi,

Thanks for sending me the results of the patients survey, it made very interesting reading. It seems like overall you are all doing a good job!

Regards

From:
Sent: 19 March 2012 10:29
To:
Subject: Re: Patient Participation Group

Hi,

Thank you for your comments on the patient survey.

We will send you a copy of the action plan developed from this survey as soon as it has been finalised.

If you have any further questions or comments please feel free to contact me at any time.

Regards

Ferrybridge Medical Centre
Direct Dial Tel: