

FERRYBRIDGE MEDICAL CENTRE

Local Patient Participation Report – March 2013

Introduction

Welcome to the 2nd Local Patient Participation Report.

The practice has benefited from a long established Patient Focus Group which was introduced around 11 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 as well as they should. The Group meets every 6-8 weeks.

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, Hiliam 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 10,070. 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.

86% 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 a GP on a rota basis.

Practice Population Profile			PRG Profile	
AGE				
under 16	1731	17%	0	
17 – 24	1167	11%	0	
25 – 34	1251	12%	0	
35 – 44	1294	13%	1	6%
45 – 54	1648	16%	2	12%
55 – 64	1225	12%	4	25%
65 – 74	991	10%	7	44%
75 – 84	574	6%	2	12%
over 84	193	2%	0	
ETHNICITY				
White				
British Group	8708	86%	16	100%
Mixed				
White & Black Caribbean	12	0.12%	0	
White & Black African	15	0.15%	0	
White & Asian	4	0.03%	0	
Asian or Asian British				
Indian	21	0.18%	0	
Black or Black British				
Caribbean	2	0.02%	0	
African	13	0.13%	0	
Chinese or other ethnic group				
Chinese	14	0.17%	0	
Other	247	2.5%	0	
Not stated/Unknown	1019	10%	0	
GENDER				
% Male	5033	49.9%	5	31%
% Female	5041	50.0%	11	69%

Recruitment

Initially 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)
- Message on Practice Facebook page

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

This exercise is ongoing and this year 4 new members have been recruited including 2 virtual members. 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 has now established 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 considered Terms of Reference but these will be kept to a minimum. The Group wish the Practice Manager to chair the meeting. GPs and Specialist Nurses rotate attendance at each meeting.

Local Practice Survey

It was agreed at the meeting of 5 November 2012 that the Group determine the areas of concern by reviewing previous surveys and priority issues raised by the Group. Draft questions based on this were prepared for consideration. 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.

(See Appendix 3 - Minutes of PRG meeting held on 5 November 2012)

At the meeting 17 December 2012 the Group agreed the final survey. The focus of the survey was to capture areas of concern around access and appointments, the care received from GPs and Nurses including feedback re individual GPs, customer service, confidentiality and a consensus on regarding services the practice may be able to offer through a third party. 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.

Appendix 4 - Minutes of meeting held on 17 December 2012

Appendix 5 – Copy of survey

The survey was made available at all three surgeries including the blood clinic (4 waiting areas) for completion and on the practice website over a period of 5 weeks in January/February 2013 with Receptionists requesting patients to complete a questionnaire. Questionnaires were also sent out to virtual members.

Survey Results

It was estimated that approximately 450 questionnaires were given out and a total of 325 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 Clinical Commissioning questionnaires were forwarded to the Clinical Commissioning Group for analysis.

The results were presented to the Patient Reference Group at their meeting on 11 March 2013. The group reviewed the results and comments and the 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 ongoing. 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. For reference a copy of the outcome of last year's Action Plan can be found at Appendix 9

Appendix 6 – Minutes of meeting held on 28 January 2013

See Appendix 7 – minutes of the meeting held on 11 March 2013

See Appendix 8 - Copy of Full Results of survey

Appendix 9 – outcome of last year's plan

See Appendix 10 - copy of correspondence for virtual members.

Action Plan

The Action plan was agreed and prioritised at the PRG meeting on 11 March 2013 and is documented in those Minutes (*Appendix 8*) and detailed below in Progress Made

The priority areas were

- 1 Confidentiality at the desks, which had been brought forward from last year.
- 2 Publicise online services and aim to increase number of online appointments available.
- 3 Where possible introduce third party services to the practice to deliver care closer to the patient.
- 4 Review support and access to services to patients who are disabled or carers to determine if any improvements can be made to accommodate these patients. This will include reviewing call in system at Castleford Surgery.

Progress made with the Action plan

The Action points detailed below were agreed formally at the Practice Meeting on 11 March 2013. 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 2013 is:

You said....	We did...	The result is...
Improve privacy on Reception Desks	Temporary arrangements in place but funding now available	Work will commence in April to reconfigure the Desk at Beauforth House.
Improve access to online services and increase number of appointments	Agreed to publicise in newsletter with guidance on use. It is planned to review the appointments system and increase number of appointments available.	To commence in April.
Increase number of services available at surgery.	Providing details in surgery of Footcare Assistant doing home visits. Discussions underway to introduce Audiology (hearing aid service into surgery)	Discussions ongoing, expect to have these services in surgery in the near future.
Review support and access for patients with disabilities and carers.	Planned to obtain guidance with these users of the service to determine if it meets requirements and what can be done better.	Under planning

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 message on the telephone system advising patients to contact 111 for 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 operate on a 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

It will be shared at the next meeting of the PRG on Monday 22 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
Over 75 years of care

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**
Over 75 years of care



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 XXXXXXXX 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

Minutes of Focus Group meeting held on Monday 5 November 2012

Present:

Apologies: were received from

Minutes of the last meeting

The minutes of the meeting held on Monday 24 September 2012 were approved as a correct record.

Matters Arising

Diabetes Lancets – Specialist Practitioner confirmed that only patients who are taking Insulin or Gliclazide need to test their blood sugar levels. There is no indication for the need to test for diabetics who are diet controlled or taking any other medication, therefore lancets and testing strips are not available on a NHS prescription.

Flu – just over 2000 vaccines have been administered with approx 800 still outstanding, more vaccines have now been obtained so opportunistic vaccinations will continue. The targets for over and under 65's have not yet been met. Specialist Practitioner reported that potentially all children under 16 will be vaccinated next year. One member raised a query regarding the eligibility of children with heart conditions.

Practice Update

- The practice has successfully recruited a female salaried GP. She is newly qualified and will be starting in March when she returns from maternity leave.
- 3rd year medical student will be with us for 5 weeks sitting in with the GP's and Nurses and holding Minor illness clinics.
- Dr Jha has now left the practice to relocate with his family. Dr Ali is starting work today to replace him, it is hoped he will be staying until Dr Phipps-Jones returns from maternity leave in January.
- A member reported two compliments received regarding Dr Anghel, GP Registrar.
- Practice Manager is meeting with Simon Parkinson from Selby District Council (SDC) next Monday to discuss the lease and facilities at Byram. A discussion ensued regarding future plans for Byram. Practice Manager reiterated that the practice has no plans to pull out of Byram, however the future is very much dependant on SDC.

Practice Questionnaire

Practice Manager presented the updated Clinical Commissioning Group questionnaire; this now only has 4 questions. It was felt it would be better to keep this questionnaire separate from the practice one. One member

expressed his feeling that the questionnaire is entirely pointless, he does not feel that any of the answers will be acted upon and he has no confidence in Mid Yorks. Practice Manager asked the group to consider which areas they felt the practice questionnaire should focus on this year. A member felt that the issue of clinician computer usage during consultations should be addressed as she has felt that she has not had the full attention of the GP on several occasions due to them focusing on the computer. The group worked through the previous year's questionnaire discussing each question and adding amendments.

Physiotherapy Service

A member requested that the physiotherapy service that use a room in the practice is authorised access to SystmOne as the physiotherapist feels it would be useful to be able to view scan and x-ray results. Practice Manager reported that there would have to be consent obtained from all physiotherapy patients to the sharing of records however this could be done on an individual basis. She has heard reports that Novus (the company which provides the service) is planning to move to the SystmOne clinical system in the near future which will enable this.

The group member also requested some equipment that the physiotherapist feels would be useful for consultations – models of the knee and spine and a step. It was thought there were some models in Dr Mone's room which it may be possible to move; alternatively Kath will try to source funding to purchase these.

Nutrition and Dietician

A member raised the possibility of this service being available in the practice. Practice Manager will look into the possibility of this service being commissioned in the future.

Any other Business

- **Blood tests** – A member queried whether patients needed to be asked by a GP to attend the drop-in blood clinic or if they could request tests themselves as she had done this on previous occasions. Specialist Practitioner stated that no blood test should be done if it has not been authorised by a clinician.
- **Query** – A member queried why the chemist would not sell her olive oil for use in her ears. It was not known why this would be the case, but Practice Manager advised that there is no difference from ordinary olive oil from a supermarket.
- **Testing for prostate cancer** – A member reported that he has recently seen government advertising on television advising to ask your GP for prostate cancer testing if you have concerns. He has previously spoken to Dr Pinder regarding this who advised that a test would not be carried out unless the patient had symptoms of prostate cancer. Practice Manager will find out what the symptoms are and obtain a copy of the latest guidance for the member.
- **Terms of reference** – The terms of reference were discussed. It was requested that the paragraph requiring member to commit to a minimum

meeting attendance be removed. One member raising queried concerns as he felt the section entitled 'role and function' prohibited this. Practice Manager explained that this referred to patient complaints which follow a different pathway.

- **Expert Patient Programme** – It was agreed that the group would welcome a presentation from one of the scheme co-ordinators. Practice Manager would arrange this for the New Year.

Date and Time of Next Meeting

The next meeting will be held on Monday 17th December 2012 at 2pm

(Anonymised)

**Ferrybridge Medical Centre
Minutes of Focus Group Meeting held 17 December 2012**

Present:

Apologies:

Minutes of last meeting

The minutes of the last meeting held on Monday 5 November were approved as correct.

Matters Arising

Prostate Service – A group member informed the group that Dr Speers was very informative when he requesting advice for prostate screening.

Dietetic Service – Practice Manager advised that a member had requested consideration be given to a dietician service being delivered in practice. This was being explored. Another member said the service at Pontefract Health Centre was a good local service and could this utilised better.

Appointments at Mid Yorks Hospital – One member advised that she had received two complaints from patients:

- A patient receiving her appointment letter after her appointment and the phone not being answered on a Saturday morning when the answer machine stated the appointments centre was open. It was highlighted that there had been problems with the telephone systems and these were now remedied.
- The second complaint related to an out of hours issue and was handled by Dr Pinder directly with the patient.

Practice Manager advised that people with complaints against Mid Yorks should take their issues up directly. The Practice does follow up where possible to expedite matters, but there is an obligation to follow the Complaints Procedure if a complaint is received directly from the patient rather than through the practice as a third party. This will ensure that all the facts are considered and the complaint is handled appropriately and a full response provided. Alternatively PALS (Patient Advice & Liaison Service) can be contacted for advice. One member commented that she had not found this service helpful and asked for up to date contact details for them. It was also noted this was the same for complaints around pharmacies.

It was agreed it would be useful to have a session on complaints at a future meeting. Practice Manager would arrange this.

Practice Update

- Practice Manager gave an update on Byram. She advised they were looking into the lease at Byram to confirm how the lease had could be taken forward. It was acknowledged this was taking time to resolve but the situation had changed significantly. Practice Manager is to have further discussions with Selby District

Council about making improvements as there were issues regarding Fire Safety and CQC. At the current time there were no plans to close.

- Following an earlier meeting of the Focus Group with Dr Earnshaw, the Clinical Commissioning Group had now been authorised as a fit organisation and will be taking over from the PCT in April 2013. Practice Manager and GP gave a brief description of what commissioning they will do.
- The CQC application has been submitted and the practice will find out the outcome in a few weeks. GP advised that when premises are visited it is not unusual to have a compliance notice issued, this is because the commission is there to ensure organisations are constantly improving and maintain the standards set down.
- Dr Phipps-Jones will return from maternity leave towards the end of January and we had now received confirmation that Dr McGowan would be joining the practice in March.

Medication review Reminders via text message

Practice Manager outlined the procedure for red and yellow reminder slips that are attached to prescriptions to enable medication reviews to be undertaken. Since ETP (Electronic Transfer of Prescriptions) went live a few problems have been highlighted. Messages on the script were not getting to patients and patients were unaware they need to have a review. It was proposed to stop using the slips and send a text message or telephone patients to remind patients they need a review. This removes the third party of the Pharmacy. The Group were asked if they would agree to this change in practice. There was full agreement to take this forward.

A member raised issues regarding using a chemist for scripts through ETP. Dr Wynn informed you can use a chemist of your choice, although it was noted not all pharmacies were fully embracing the new service.

Practice Questionnaire

The revised questionnaire which included amendments agreed at the last meeting was approved. It will be undertaken early next year. One member offered to help distributing to patients, this was gratefully accepted. Practice Manager went over a Clinical Commissioning questionnaire, it was agreed to combine these questions within the practice questionnaire.

Following on from last years patient questionnaire, Practice Manager advised that hopefully funding had been secured for improvements to the front desk at Beauforth House to improve confidentiality.

AOB

GP Appointments – A member asked regarding booking appointments in advance with a GP. Practice Manager advised that the aim was 4 weeks but at present due to the uncertainty in locum GP's at present this is not always possible. She did advise the practice was aware of this and was looking at access as a whole to try and improve the situation. It was anticipated this would settle when the GP staffing stabilised.

Advice line & Walk-In Appointments- Practice Manager advised that a notice had been put on the Main Reception advising that the Advice Line nurse will review patients who walk in expecting to be seen immediately. This was to ensure patients were seen by the most appropriate clinician and defer certain patients who do not necessarily need an immediate appointment. This provides a common system for patients walking in or ringing the practice. Receptionists will use their discretion if it is clear an immediate appointment is required.

Group Membership – One member raised concern that there were not enough younger members on the focus group. Kath stressed that there has been a couple of younger members had been recruited virtually but unfortunately their membership had not continued. The aim was to make the membership of the group as representative of the practice population as possible.

Thank you – A group member would like to say a thank you to the nurse and receptionist for their work in the Travel Clinic.

AAA Service – Questions were raised as to who can be seen within the AAA service. Practice Manager will send out info to all regarding this service.

BP Machine – One member asked whether the BP machine that was in waiting area would be replaced. Practice Manager advised that the practice is looking into developing a health pod within practice but have to identify funds first.

Practice Manager thanked everyone for attending their support over the year and wished everyone a Merry Christmas and Happy New Year on behalf of the practice.

The next meeting will be held on 28 January at 2 pm at the Golden Lion.

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		
Online		

2. Is there anything which would have improved this experience?

Please comment – For example: Was your appointment within a reasonable timescale?
How long did you have to wait?

3. Was the appointment with the GP or Nurse of your choice?

GP	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Nurse	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

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

Yes No

5. Are the Reception staff helpful?

Yes No

6. Do you feel you have enough privacy at the Reception Desks?

Yes No

Please comment

7. Do you think the choices for obtaining repeat prescriptions (including the new Electronic Prescription Transfer System) work well?

Yes No

Do you have any suggestions for improvements?

8. The last time you saw a Doctor or Nurse at the surgery were they 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						
Ensuring you felt confident in the outcome of your consultation						

Doctor/Nurses Name.....(Optional)
 Please comment

9. Which of the following services would you like to see offered in the surgery?

- | | | | |
|-----------------------|--------------------------|------------------------|--------------------------|
| Diagnostic Ultrasound | <input type="checkbox"/> | Podiatry (None NHS) | <input type="checkbox"/> |
| Ophthalmology | <input type="checkbox"/> | Counselling (None NHS) | <input type="checkbox"/> |
| Audiology | <input type="checkbox"/> | Other (please specify) | <input type="checkbox"/> |

.....

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

Please comment

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

12. Where completed Ferrybridge Castleford Byram
(please circle)

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.

If you feel able to comment please complete the additional survey overleaf around hospital and community services. Your replies will be fed back to Wakefield Clinical Commissioning Group

Patient

Questionnaire

November 2012

This is your opportunity to inform and influence the improvement and development of the health services in your area; we value your opinions and feedback. By this we mean your local hospital or any community services.

Q1 What health service, other than your GP, have you used recently, and did they meet your needs?

Service and location	Very good	Good	Fair	Poor	Very poor
	<input type="checkbox"/>				
	<input type="checkbox"/>				
	<input type="checkbox"/>				
	<input type="checkbox"/>				
	<input type="checkbox"/>				

Q2 Do you have any suggestions for improving services in your area?

.....

.....

.....

.....

Q3 Do you think there are any gaps in health services in your area?

.....

.....

.....

.....

Q4 What health issues are important to you and how do you feel they could be addressed in the future?

.....

.....

.....



(Anonymised)

Ferrybridge Medical Centre

Minutes of Focus Group meeting held on Monday 28 January 2013

Present:

Apologies: were received from

Practice Manager introduced the new member to the group and gave some background as to the purpose and scope of the groups meetings.

Minutes of the last meeting

A member clarified that she had requested a nutritionist service in practice rather than dietician. The minutes of the meeting held on Monday 18 December 2012 were then approved as a correct record.

Matters Arising

Nutritionist – Practice Manager reported that GP Practices will gain more control of Clinical Commissioning as of 1 February and this proposal is something that will be considered.

Practice Update

- Dr Phipps-Jones is now back at work on reduced hours, she will be working Mondays and Wednesday mornings at Park View Surgery and Wednesday afternoons and Fridays at Ferrybridge.
- Dr Katie McGowan a female salaried GP will be starting in the middle of March working Monday, Tuesday and Wednesdays, only at Ferrybridge. A discussion ensued regarding the difficulties recruiting salaried GPs. Practice Manager advised that there is a shortage of newly qualified doctors and that the majority of them prefer to work as a locum to gain experience after qualification.
- A lack of trainees' means that the Surgery will not have a second Registrar in February.
- Dr Mone will be working an additional session in the practice on a Friday morning.
- A new stock control system has been introduced in the dispensary to help manage the ordering of medication and to better manage wastage.
- Capital monies have been granted to improve the reception area in Beauforth House.

Expert Patient Programme

Representative was unable to attend owing to illness.

Novus Health

Practice Manager had been requested by Dr Wynn to present a draft information sheet for comment (see attached) to the group which has been

developed by Novus Health Ltd to provide further information to patients. Novus provides services such as Physiotherapy, Audiology, Carpal Tunnel treatment and Vasectomy in local community based settings. These services will treat patients excluded by hospital criteria and have significantly reduced hospital waiting times in some areas. A discussion ensued regarding the organisation of Novus and the information contained on the document. It was felt that the sheet was unwieldy and the information contained should be clearer including details such as the names of the shareholders and board members. One member queried why Dr Wynn had not attended the meeting himself, Practice Manager explained that he would have been happy to do so however he had a prior engagement.

Ferrybridge High Street Proposals

Practice Manager presented a proposal for the improvement Ferrybridge High Street which was recently received by the practice. A discussion ensued regarding past and present improvement proposals. There is consultation documentation in the Community Centre to view and provide feedback available until Friday 1st February.

Survey Update

The survey has been available to patients at all sites for approximately a week now with 110 completed, however there is still a way to go with 250 replies needed for the size of practice population. Two members offered to come into surgery to help out if needed, provided they are able to. The survey results needs to be evaluated and a report produced by the end of March.

Any other Business

- **Physiotherapy** – One member enquired whether any progress had been made on her previous suggestions. Work is ongoing to provide access to SystmOne; this will be implemented throughout the whole of Novus not just the physiotherapy service and should be available in the near future. Unfortunately Dr Mone still uses the models in his consulting room and it is very expensive to purchase new ones. Practice Manager will look into the possibility moving the smaller ones from the Byram surgery for the physiotherapists use.
- **Byram Lease** – A group member enquired what was happening with the lease for the Byram surgery. Practice Manager gave a brief background of the situation and explained that although the practice is still working with Selby District Council (SDC) progress is extremely slow partly due to the council's recent organisational changes. Practice Manager has concerns regarding basic fire regulations which SDC as the landlords responsible are not addressing. A member suggested that Practice Manager should write to the Head of SDC informing him of the situation.

Date and Time of Next Meeting

The next meeting will be held on Monday 11 March at 2pm.

Ferrybridge Medical Centre

Minutes of Focus Group meeting held on Monday 11 March 2013

Present: 10 group members, Dr Earnshaw, Practice Manager & Admin Assistant

Apologies: were received from 3 members

Consultation Process

Dr Earnshaw presented the consultation process the Clinical Commissioning Group are currently undertaking and gave an outline of the proposed changes to local hospital services to make hospitals fit for the future.

- **A&E** – no change proposed to Pontefract, Dewsbury will replicate Pontefract with Pinderfields remaining unchanged.
- **Children's Services** – again no change at Pontefract with continued limited paediatrician availability, all admissions will be at Pinderfields. Dewsbury will replicate Pontefract.
- **Maternity** – The Midwife led Unit at Pontefract will remain with a similar unit at Dewsbury. All patients requiring consultant care will be referred to Pinderfields.
- **Surgery** – More elective procedures will be carried out at Pontefract and Dewsbury with only complex elective surgery performed at Pinderfields.
- **Beds** – Pontefract will keep 64 beds with 1 ward for emergency admissions such as minor head injuries requiring overnight observation etc. Dewsbury will no longer take emergency admissions and patients from the Pontefract area will not be referred for treatment at Dewsbury.
- Orthopaedics, Ophthalmology, Diagnostic Procedures etc will remain the same.
- The Mid Yorkshire Hospital NHS Trust has a new Chief Executive who is implementing many changes.
- Quality of care remains extremely important with unannounced visits from the CCG to speak to patients about their experience the results of which are reported back to the Chief Executive the same day. One member stated that he would be interested in volunteering to take part in this scheme.

Queries regarding the consultation

- A member enquired how the additional consultants were to be paid for? There would be a saving by closing beds in Dewsbury.

- The same group member enquired whether there would be any restrictions on treatable conditions at Pontefract A&E? There will be no specialists in the following areas - ENT, Obstetrics, Paediatrics, Dentistry and Plastic Surgery. Cases requiring specialist treatment in these areas will be stabilised and transferred to Pinderfields.
- One member asked what changes would be made to hospital food as currently a high proportion is wasted? There are ongoing changes in this area.
- A group member asked where Dr Earnshaw felt that waste could be reduced? The average length of stay is coming down, waiting times for medication and waiting to see a consultant can be further reduced to become more efficient. There are currently several different ways of purchasing equipment, this will be streamlined to reduce waste.
- A different group member raised the issue of Byram being part of North Yorkshire rather than West Yorkshire. It was noted that aftercare when discharged from Mid Yorks hospitals was superior to aftercare when discharged from York hospital. The group member was concerned that this would also be the case with services in the community; however, access to community services is based on the registered GP rather than geographic location.

General Queries

- A member asked where the Out Of Hours (OOH) doctors are based. The local ones are now based at Pontefract hospital but appointments are only offered after a telephone consultation it is not a walk-in service. 111 has now been launched as a replacement to NHS Direct, it will provide less medical advice than the previous service but will direct people to the service best suited to their need for example, OOH GP, Emergency Dentist, Local Pharmacy etc. This service is intended to reduce A&E attendances and the tag line is 'Talk before you walk'

Minutes of the last meeting

The minutes of the meeting held on Monday 28 January 2013 were approved as a correct record.

Matters Arising

None

Survey

A discussion ensued regarding the results of the recently conducted patient survey.

2 new virtual members had been recruited one of whom uses the Castleford surgery.

Q6 related to privacy at the reception desk, Kevin queried what progress has been made in this area. Work will be starting in the next few weeks in the Ferrybridge High Street, Byram and Ferrybridge Beauforth House reception areas with a glass screen added at Beauforth House and carpeting changed to encourage patients to stand back.

It was noted that use of the online booking facility is low, it was agreed that use of the online systems would be addressed as part of the action plan.

An undertaking to gain access to some third party services within the practice was given eg Audiology, Footcare Assistant.

It was noted that use of the online booking facility is low, it was agreed that use of the online systems would be addressed as part of the action plan.

It was agreed that the action plan would also focus on support for and access to services by disabled patients and carers. This will include reviewing call in procedure at the Castleford Surgery.

Practice Manager requested that if anyone had any further input for the action plan they contact her before the end of March.

Practice Update

- Dr Katie McGowan, a female salaried GP has joined the surgery as of today.
- One of the District Nurses has qualified as a Footcare Assistant, she is currently doing private visits to patient's homes but is looking into the feasibility of providing a clinic at Ferrybridge on a Saturday morning.
- A group member enquired about the services the surgery provides for young people. Awareness had been raised with Receptionists on supporting young people in practice. The Terrence Higgins Trust clinic is still provided on a Thursday evening which is totally anonymous and fairly well used.

Any other Business

- **Carers** – One member informed the group of a monthly carers meeting at the United Reform Church in Knottingley. Practice Manager highlighted that it was the work of the group in collaboration with carers Wakefield which had brought this support service about.
- **Road Improvements** – A member brought plans to the meeting regarding improvements to the A162 at Brotherton. A discussion ensued regarding this.

Date and Time of Next Meeting

The next meeting will be held on Monday 22 April at 2pm, venue tbc.

Ferrybridge Medical Centre

Patient Survey 2013

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

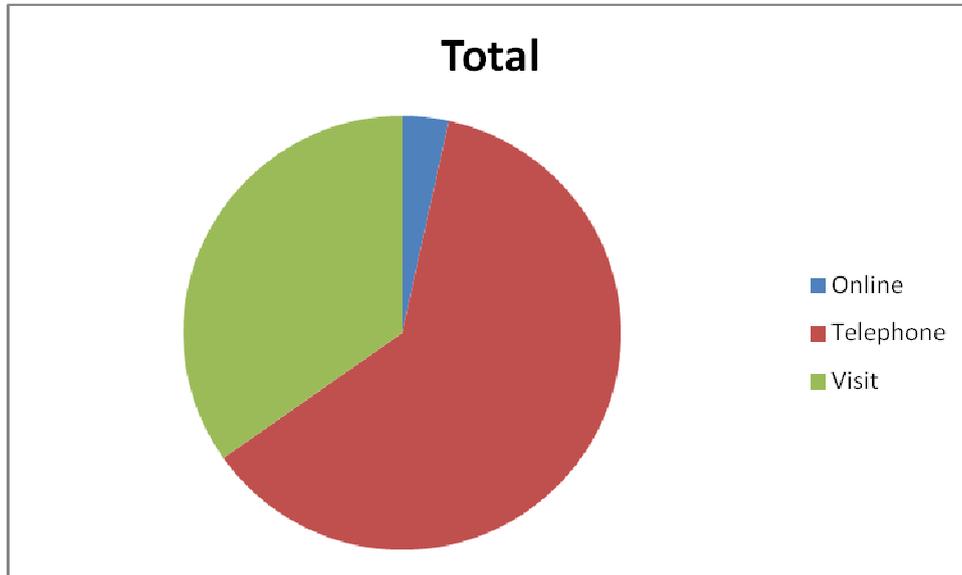
As part of this ongoing improvement, the Patient Focus Group compiled a questionnaire consisting of questions dealing with all aspects of patient experience when visiting the surgery.

325 completed surveys were received which represents approximately 3% of the total practice list size of 10,074. 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	112 – 35%
By telephone	199 – 62%
Online	11 – 3%
Not applicable / blank	2



Byram – 12

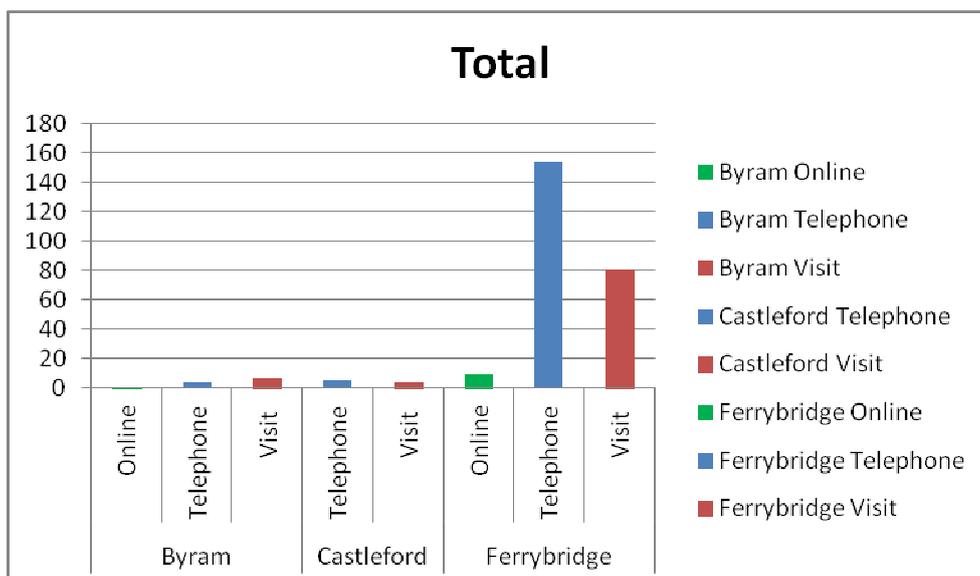
A visit to the surgery	4 – 33%
By telephone	7 – 59%
Online	1 – 8%

Castleford – 9

A visit to the surgery	4 – 44%
By telephone	5 – 56%
Online	0 – 0%

Ferrybridge – 244

A visit to the surgery	81 – 33%
By telephone	154 – 63%
Online	9 – 4%



Under 16 – 1

A visit to the surgery 0 – 0%
 By telephone 1 – 100%
 Online 0 – 0%

21-25 – 15

A visit to the surgery 4 – 27%
 By telephone 11 – 73%
 Online 0 – 0%

31-35 – 22

A visit to the surgery 7 – 32%
 By telephone 14 – 64%
 Online 1 – 4%

41-45 – 26

A visit to the surgery 4 – 15%
 By telephone 22 – 85%
 Online 0 – 0%

51-55 – 28

A visit to the surgery 14 – 50%
 By telephone 12 – 43%
 Online 2 – 7%

61-65 – 21

A visit to the surgery 10 – 48%
 By telephone 10 – 48%
 Online 1 – 4%

71-75 – 22

A visit to the surgery 8 – 36%
 By telephone 13 – 59%
 Online 1 – 5%

80+ – 11

A visit to the surgery 4 – 36%
 By telephone 7 – 64%
 Online 0 – 0%

16-20 – 7

A visit to the surgery 4 – 57%
 By telephone 3 – 43%
 Online 0 – 0%

26-30 – 28

A visit to the surgery 4 – 14%
 By telephone 23 – 82%
 Online 1 – 4%

36-40 – 14

A visit to the surgery 3 – 21%
 By telephone 11 – 79%
 Online 0 – 0%

46-50 – 29

A visit to the surgery 10 – 34%
 By telephone 19 – 66%
 Online 0 – 0%

56-60 – 29

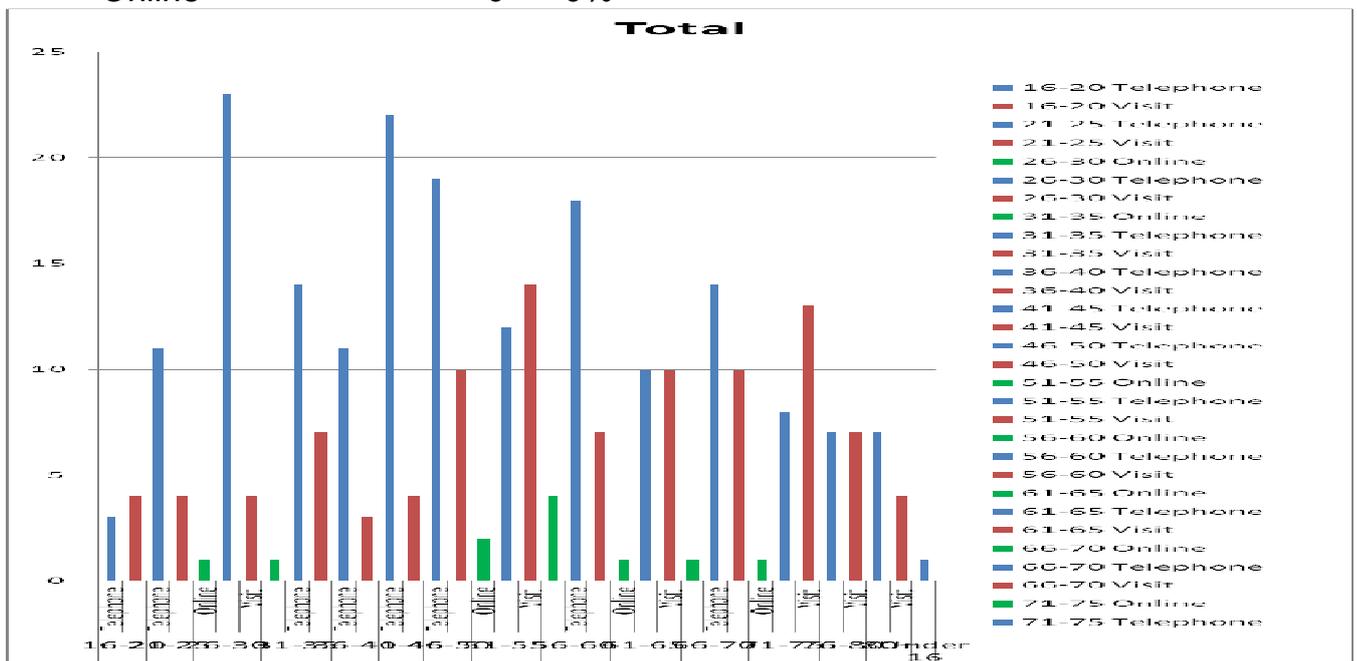
A visit to the surgery 7 – 24%
 By telephone 18 – 62%
 Online 4 – 14%

66-70 – 25

A visit to the surgery 10 – 40%
 By telephone 14 – 56%
 Online 1 – 4%

76-80 – 14

A visit to the surgery 7 – 50%
 By telephone 7 – 50%
 Online 0 – 0%

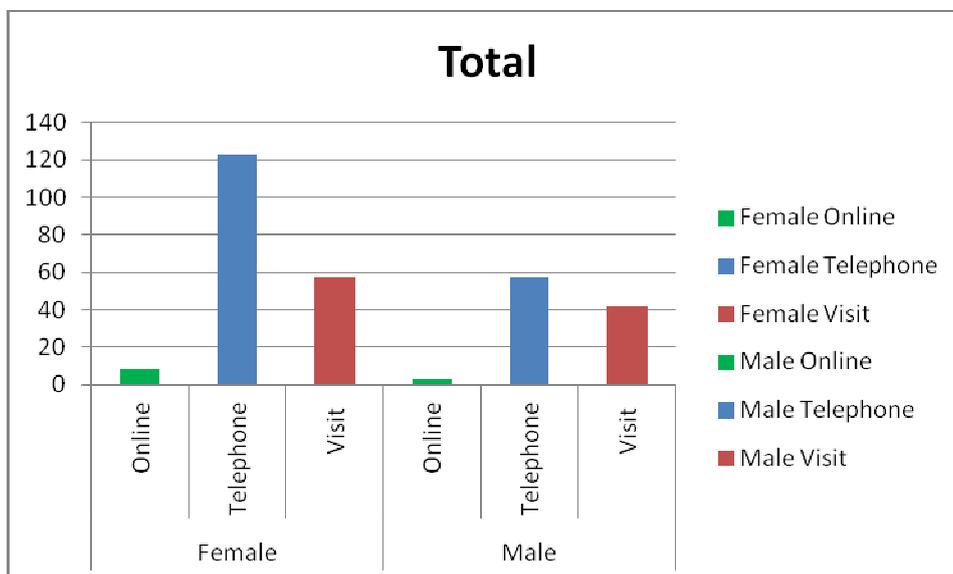


Female – 188

A visit to the surgery 57 – 30%
 By telephone 123 – 66%
 Online 8 – 4%

Male – 102

A visit to the surgery 42 – 41%
 By telephone 57 – 56%
 Online 3 – 3%



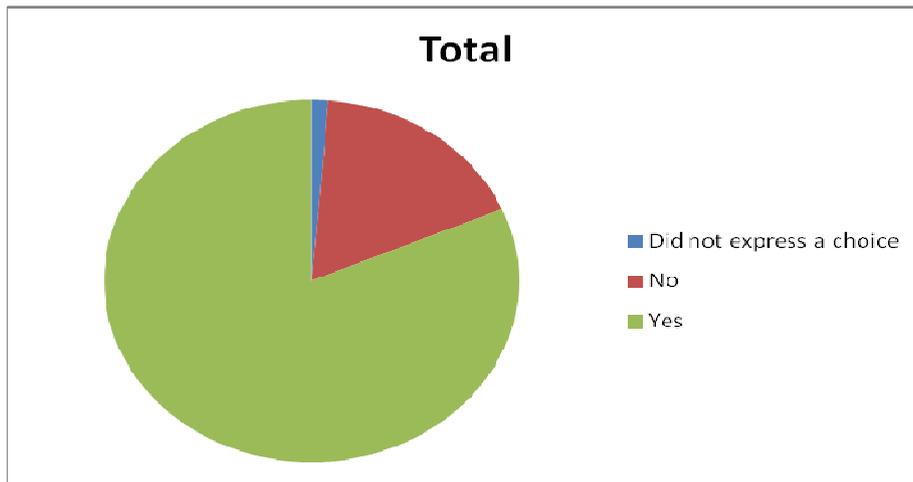
From these results we can see that for both gender, all age groups and across all sites using the telephone is the most popular way to book an appointment.

The percentage of people using each method remains consistent across the three sites and although there are variations between the age groups there are no significant trends except that online booking does not appear to be popular with the under 50's with only two patients in this age group using this method to book an appointment.

It would seem that women are slightly more likely to use the telephone to book an appointment with men more likely to visit one of the surgeries however there is very little different in the frequency of online bookings according to gender.

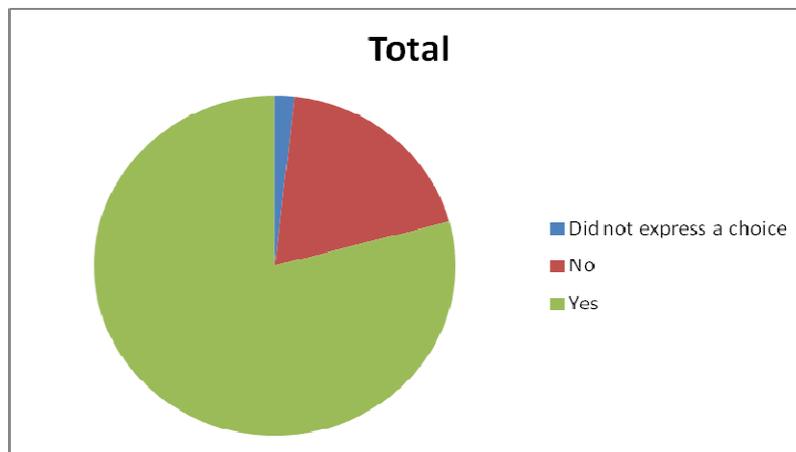
Compared to the results from last years survey the use of online booking is down from 8% to 3% of respondents using this method, there is a corresponding increase in patients booking appointments by visiting the surgery.

The method of appointment booking does not vary significantly from the previous year when analysed by location, age group or gender.



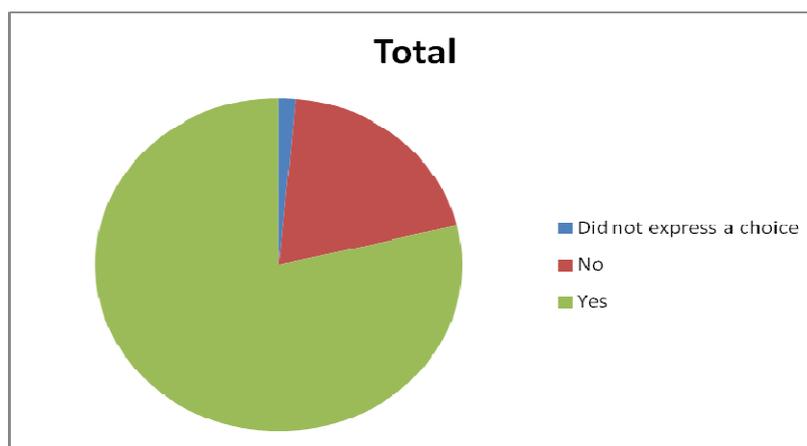
GP

Yes	179 – 79%	No	43 – 19%
Did Not express a choice	4 – 2%		



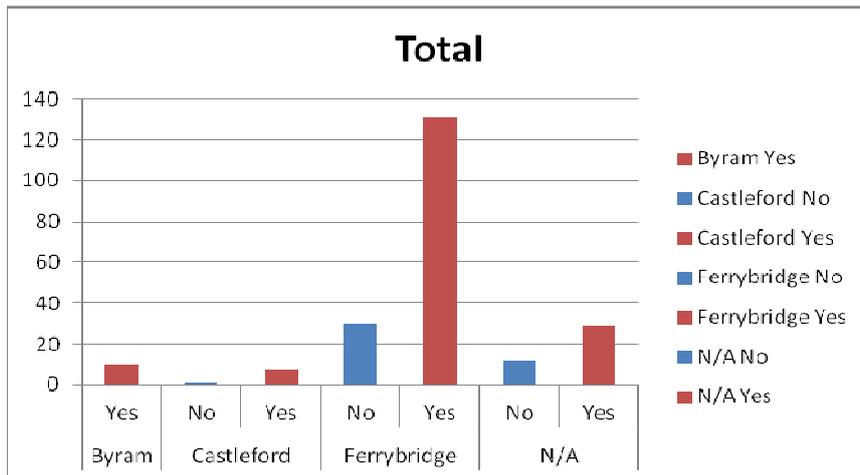
Nurse

Yes	104 – 79%	No	26 – 20%
Did not express a choice	2 – 1%		



Location

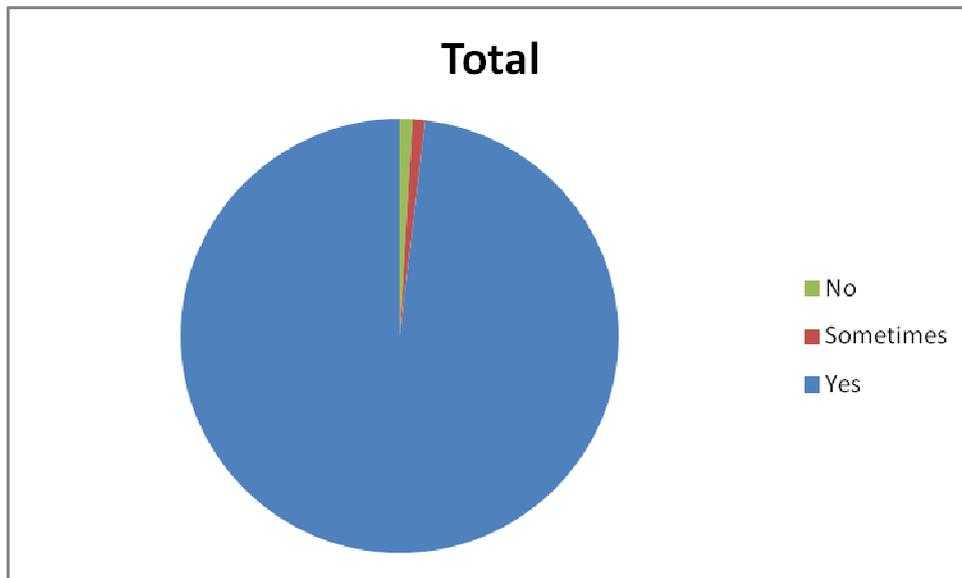
Location	Yes	No
Ferrybridge	131 – 81%	30 – 19%
Byram	10 – 100%	0 – 0%
Castleford	8 – 89%	1 – 11%
Not specified	29 – 71%	12 – 29%



The vast majority of patients were able to book an appointment with the Clinician of their choice, with no significant difference between the availability of GPs and Nurses. Patients were slightly more likely to be able to book with a Clinician of their choice at one of the branch surgeries, however, the small sample size of surveys received from the branches may influence these figures.

Q4. Are you satisfied with the overall care and advice you receive from the surgery?

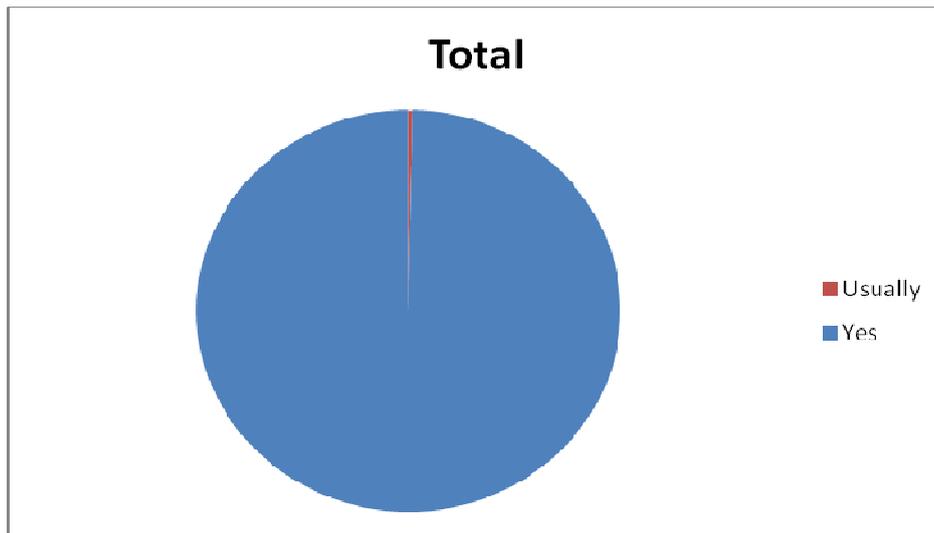
Yes	315 – 98%	No	3 – 1%
Sometimes	3 – 1%		



The vast majority of patients are happy with the overall care that the surgery provides with only 3 patients (all from the Ferrybridge surgery) not satisfied and 3 patients sometimes unhappy with the care and advice they receive.

Q5. Are the reception staff helpful?

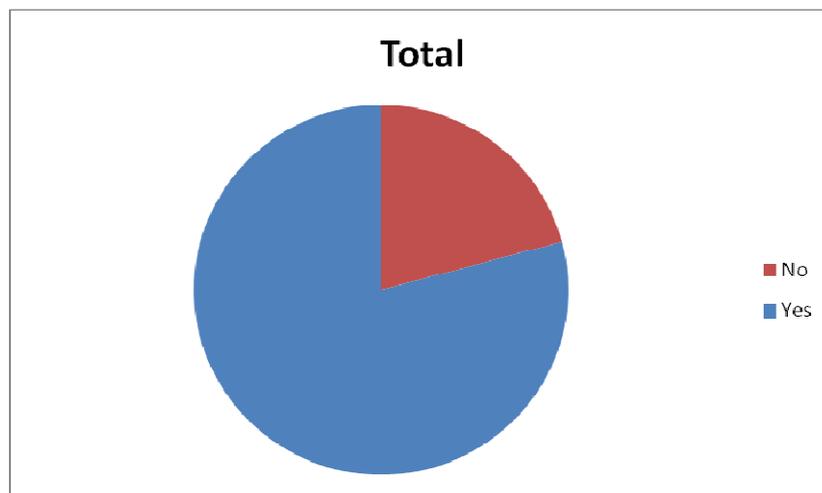
Yes	324 – <99%	Usually	1 – >1%
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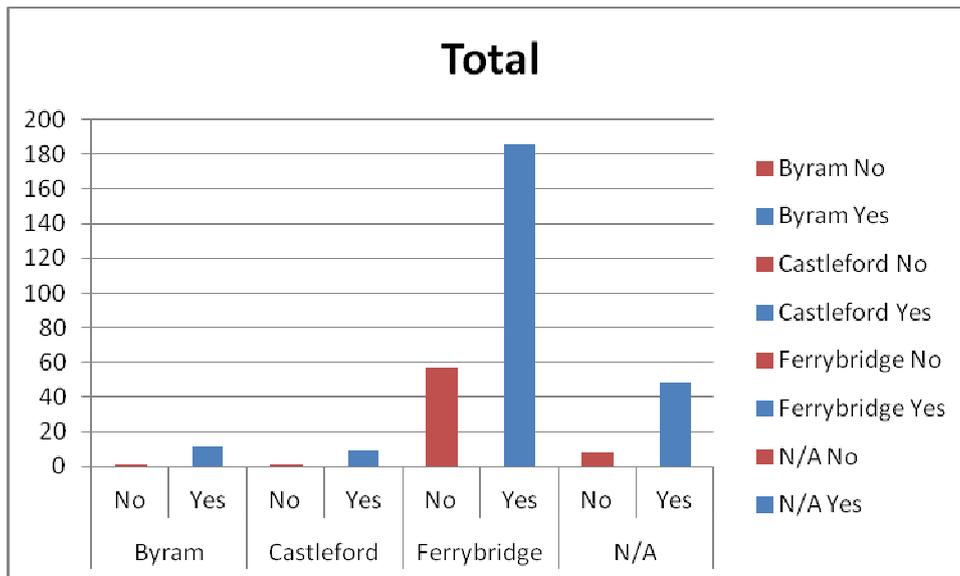
Patient satisfaction was extremely high regarding the helpfulness of the reception staff with only one patient finding them 'usually' helpful.

Q6. Do you feel you have enough privacy at the reception desk?

Yes 255 – 79% No 67 – 21%



Location	Yes	No
Ferrybridge	186 – 73%	57 – 23%
Byram	11 – 82%	1 – 8%
Castleford	9 – 90%	1 – 10%
Not specified	48 – 86%	8 – 14%



Most patients are happy with the privacy at the reception desk, however, a significant minority feel there is a lack of privacy, particularly at the Ferrybridge surgery. The main concern seems to be other patient overhearing confidential conversations.

Comments (See Appendix B)

More lack of privacy due to other people - not receptionists – *Female, 27, Ferrybridge*

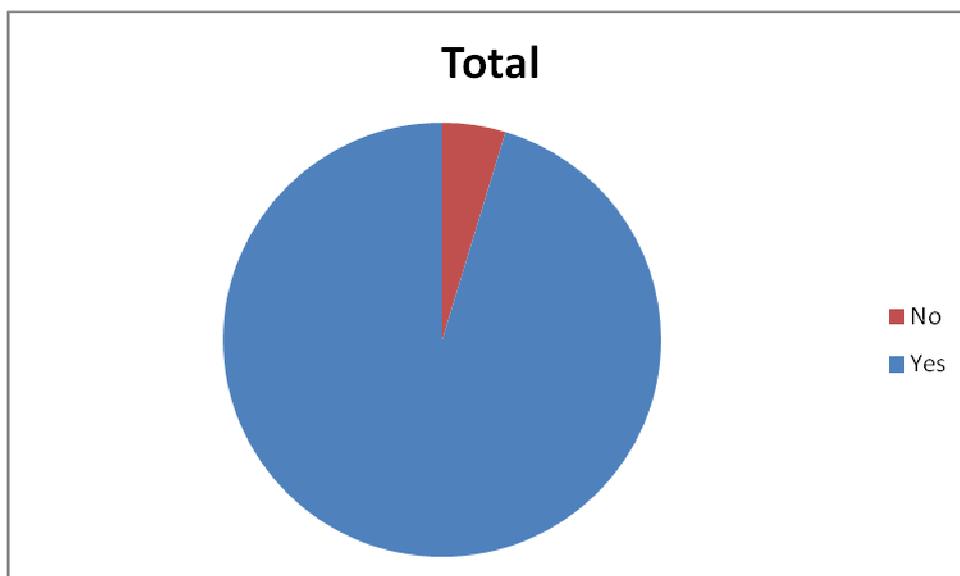
If personal ask to speak in the hall, never been refused – *Female, 52, Ferrybridge*

If needed privacy then would ask for it – *Male, 51, Byram*

I use the phone if I want to discuss private thing, reception is very open and everyone can hear – *Female, 42, Ferrybridge*

Q7. Do you think the choices for obtaining repeat prescriptions (including the new Electronic Prescription Transfer Scheme) work well?

Yes 265 – 95% No 13 – 5%



Comments (See appendix C)

'Dispensing patient, could send a text message when due to order' – *Male, 68, Ferrybridge*

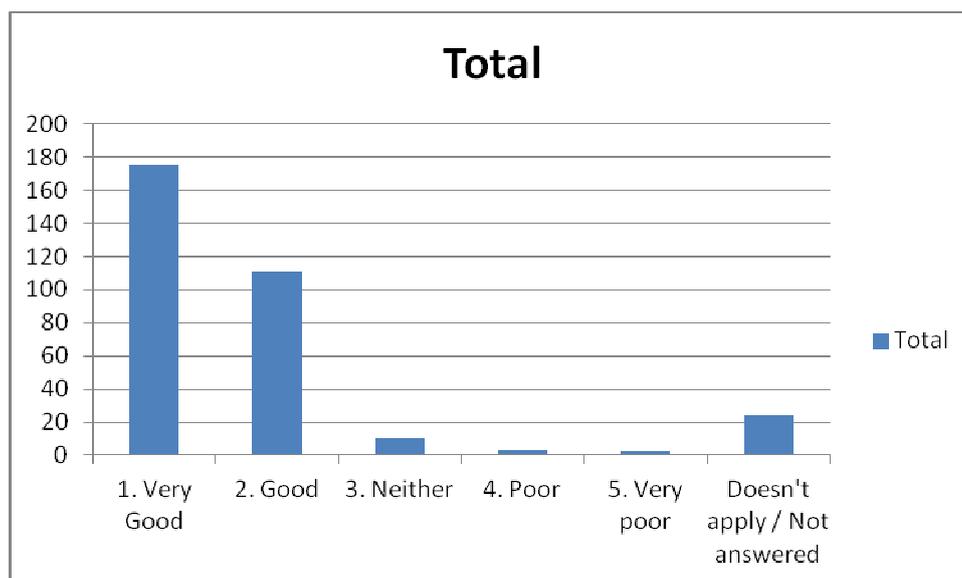
'Prefer to talk to people' – *Gender, age & location not stated*

'Not really I am quite satisfied' – *Female, 80, Castleford*

'Gave up on electronic system months ago, system problems. Should probably try again now' – *Male, 63, Ferrybridge*

Q8a. The last time you saw a Doctor at the surgery how good was the Doctor at giving you enough time?

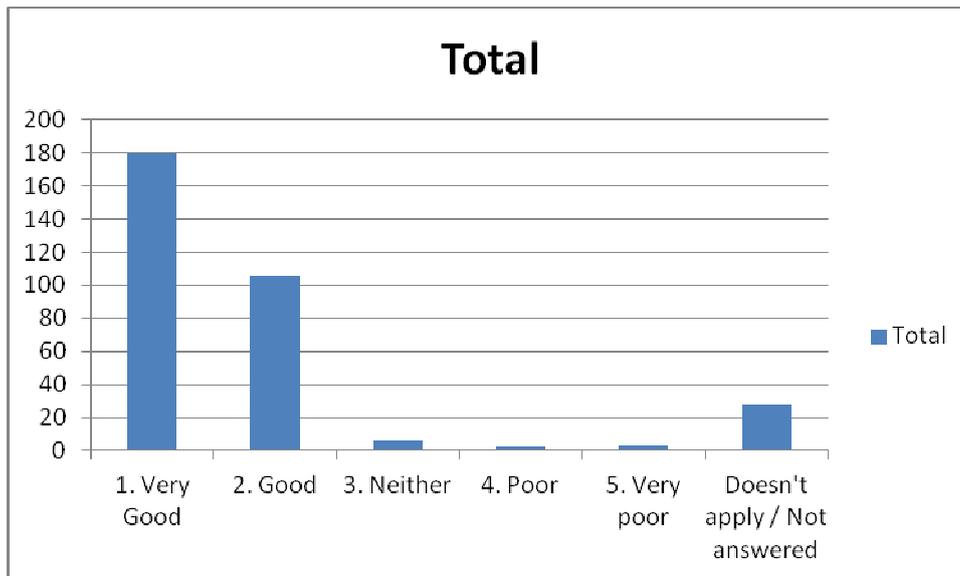
Very Good	174 – 54%	Good	111 – 34%
Neither good nor poor	10 – 3%	Poor	3 – 1%
Very Poor	2 – 1%	N/A	24 – 7%



95% of people thought that the doctor was good or very good at giving them enough time during their consultation. Only 5 (1%) of respondents rated the Doctor as poor or very poor. There is no significant change from the previous years results.

Q8b. The last time you saw a Doctor at the surgery how good was the Doctor at asking about your symptoms?

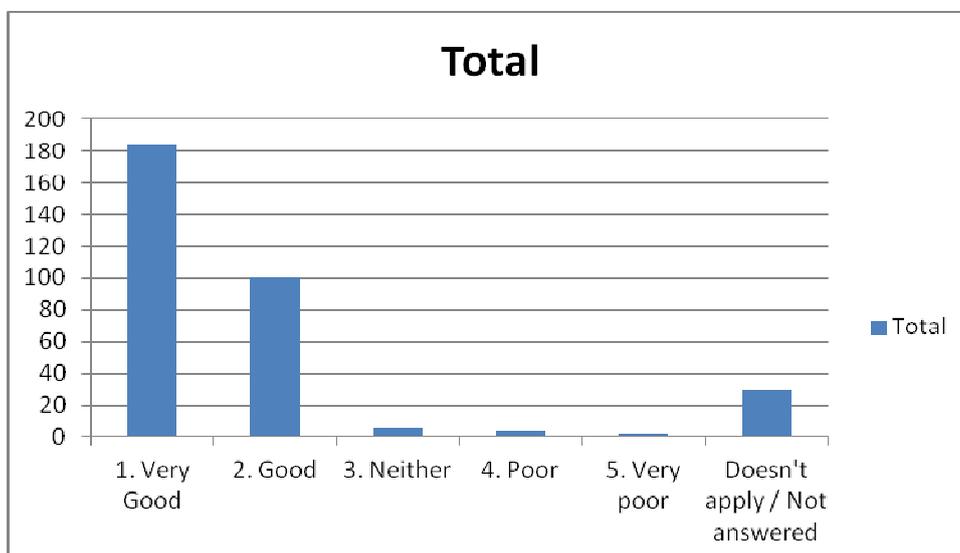
Very Good	180 – 55%	Good	106 – 33%
Neither good nor poor	6 – 2%	Poor	2 – 1%
Very Poor	1 – 1%	N/A	28 – 8%



96% of people who responded to the question thought the doctor was good or very good at asking them about their symptoms, which is unchanged from last years answers. 3 respondents rated the Doctor as poor or very poor.

Q8c. The last time you saw a Doctor at the surgery how good was the Doctor at listening?

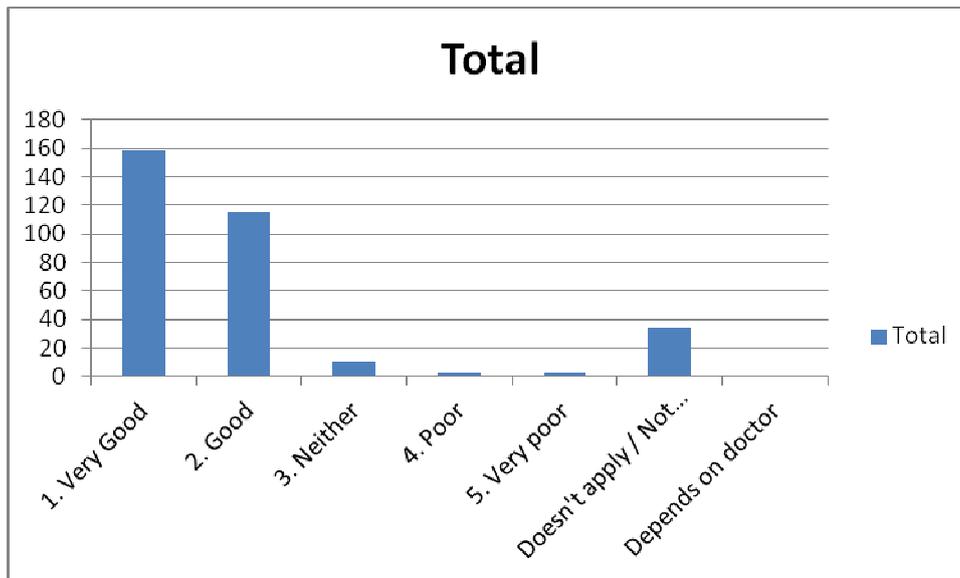
Very Good	184 – 57%	Good	100 – 30%
Neither good nor poor	5 – 2%	Poor	4 – 1%
Very Poor	2 – 1%	N/A	30 – 9%



96% of people who answered this question thought the doctor was good or very good at listening to them. 6 respondents rated the Doctor as poor or very poor.

Q8d. The last time you saw a Doctor at the surgery how good was the Doctor at explaining tests & treatments?

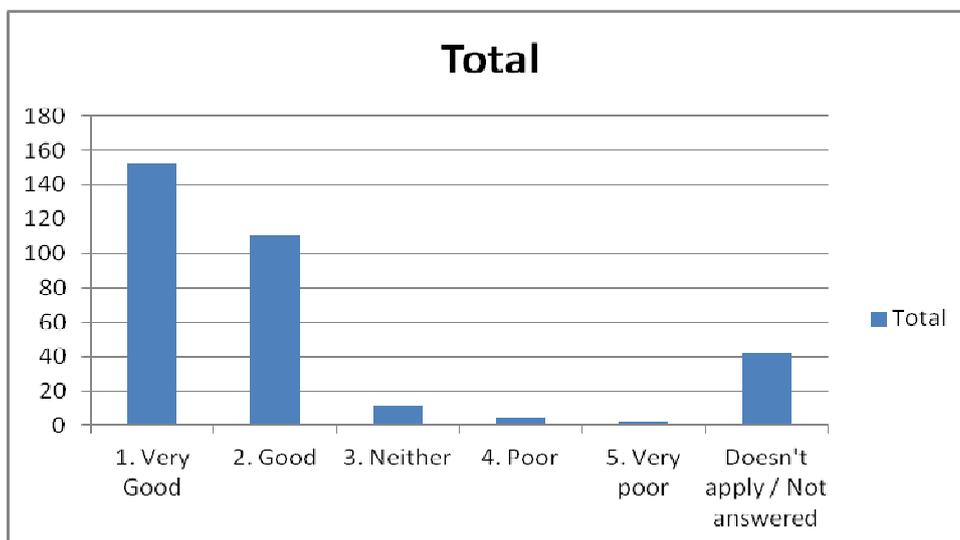
Very Good	158 – 49%	Good	115 – 35%
Neither good nor poor	11 – 3%	Poor	3 – 1%
Very Poor	3 – 1%	N/A	34 – 10%
Depends on the Doctor	1 – 1%		



94% of people who responded thought the doctor was good or very good at explaining tests and treatments. Only 3 respondents rated the Doctor as poor and 3 rated the Doctor as very poor. 1 respondent felt that this depended on which Doctor they saw.

Q8e. The last time you saw a Doctor at the surgery how good was the Doctor at involving you in decisions about your care?

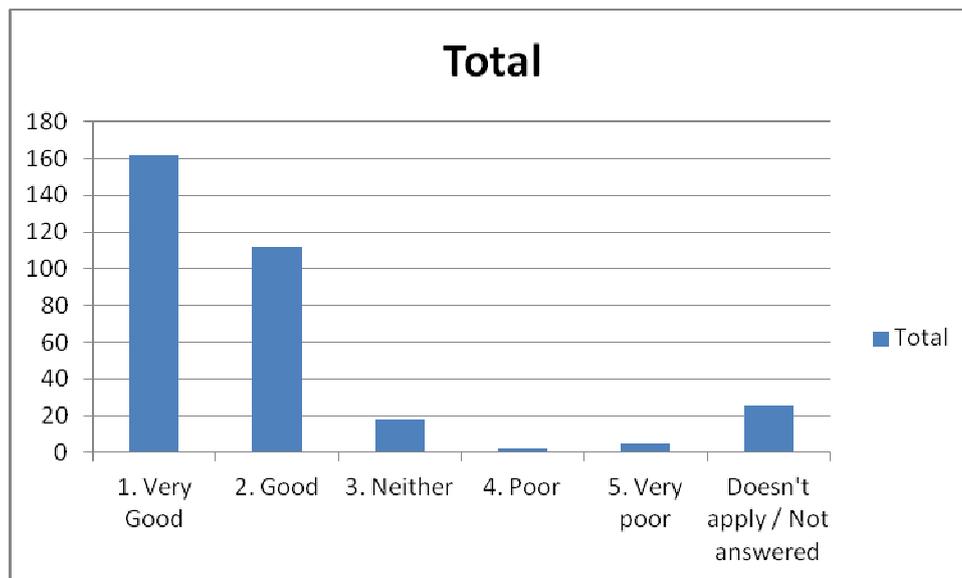
Very Good	153 – 47%	Good	111 – 34%
Neither good nor poor	11 – 3%	Poor	5 – 2%
Very Poor	3 – 1%	N/A	42 – 13%



94% of people who answered this question thought the doctor was good or very good at involving them in decisions about their care, which is an increase on last years result. 8 (3%) respondents rated the Doctor as poor or very poor which is a slight increase on the previous year.

Q8f. The last time you saw a Doctor at the surgery how good was the Doctor at treating you with care and concern?

Very Good	173 – 54%	Good	113 – 35%
Neither good nor poor	10 – 3%	Poor	2 – 1%



92% of people who responded thought the doctor was good or very good at ensuring they felt confident in the outcome of their consultation. 2 respondents rated the Doctor as poor and 5 rated the Doctor as very poor. This question was not asked in the previous year's survey so no comparison can be made.

Comments – See Appendix D

'Dr Speers - He's great with understanding different situations, really helpful. I choose to see him every time I attend the doctors' – *Female, 19, Ferrybridge*

'We feel this is the best Doctors / Nurses we have been to' – *Female, 40, Ferrybridge*

'All as equally competent' – *Female, 51, Ferrybridge*

'Dr A Mone - but others have been very good too in the past' – *Male, 60, Byram*

'Can't remember nurses name but was very, helpful, caring & considerate and professional' – *Male, 40, Ferrybridge*

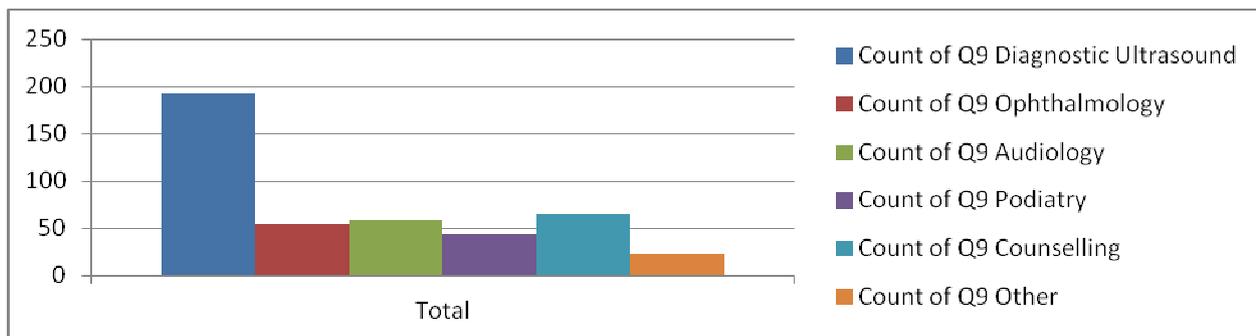
'Dr Speers - very good listener and a caring attitude' – *Female, 33, Ferrybridge*

'Dr Khan, Angela McLoughlin - Very Good' – *Male, 79, Castleford*

'Dr Khan & Dr Marlow - excellent listening skills and very approachable. Felt confident with consultation' – *Female, 33, Ferrybridge*

Q9. Which of the following services would you like to see offered in the surgery?

Diagnostic Ultrasound	192	Podiatry (None NHS)	44
Ophthalmology	55	Counselling (None NHS)	65
Audiology	59	Other (please specify)	23



Other (Please specify) – See Appendix E

‘Diet Service is good’ – Male, 68, Ferrybridge

‘Whatever is appropriate’ – Male, 70, Ferrybridge

‘Blood tests’ – Male, 53, Ferrybridge

‘Any extra is beneficial’ – Female, 43, Ferrybridge

‘No preference’ – Male, 60, Byram

‘Practice all I need already’ – Female, 48, Ferrybridge

‘Dietician, Well Woman Clinic’ – Female, 35, Ferrybridge

Q10. If you could change anything to improve the running of this surgery, what would it be? See Appendix F

‘Always well ran’ – Male, 79, Castleford

Open Saturday am’ – Female, 59, Byram

‘An area were you can talk in private to staff members when booking your appointment’ – Female, 33, Ferrybridge

‘I am very happy with the service myself and my daughter has had’ – Female, 24, Ferrybridge

‘Longer time for doctors and nurses to be at Byram’ – Female, 74, Location not stated

Very pleased with service and care’ – Female, 58, Ferrybridge

‘Make sure patients are seen on time’ – Gender not stated, 48, Location not stated

‘Have two people on reception - or one where they can easily come on if needed’ – Female, 61, Ferrybridge

‘Nothing’ – Female, 48, Ferrybridge

‘Able to see my own doctor more easily’ – Female, 68, Ferrybridge

‘Satisfactory’ – Female, 81, Ferrybridge

Q11. If you wish to add any further comments about the services the surgery provides please detail below?

‘Happy with surgery as it is’ – Female, 53, Ferrybridge

‘Have drop-in bloods at Byram’ – Female, 74, Location not stated

‘Lovely surgery’ – Female, 60, Ferrybridge

‘Doctors are very helpful which helps you feel at ease’ – Male, 34, Byram

‘Very helpful staff’ – Female, 53, Ferrybridge

‘Non medical staff always polite and respectful’ – Female, 36, Ferrybridge

‘The staff are always friendly and polite also the doctors and nurses. I have no complaint’ – Female, 80, Castleford

‘At Castleford - No matrix board available - difficult for the hard of hearing’ – Female, 53, Ferrybridge

‘Comment from my wife who was with me at the time of filling in the survey 'more lady doctors please' – Male, 77, Ferrybridge

Appendix A – Q2. Is there anything which would have improved this experience?

'No' – Female, 33, Ferrybridge
'A few minutes' – Female, 81, Ferrybridge
'Not long' – Male, 46, Ferrybridge
'Same day' – Female, 22, Ferrybridge
'Blood Clinic' – Male, 45, Ferrybridge
'5 days' – Male, 65, Ferrybridge
'3 days' – Male, 60, Ferrybridge
'Next day appointment' – Female, 56, Ferrybridge
'10 minutes' – Gender, age & location not stated
'Ok' – Male, 63, Ferrybridge
'Very friendly and helpful' – Male, 46, Ferrybridge
'None' – Male, 57, Ferrybridge
'Not on this occasion' – Male, 56, Ferrybridge
'Good Service' – gender, age & location not stated
'Have to book an appointment with my own Dr, have to wait a long time usually over a week or more' – Female, 68, Ferrybridge
'1) Yes. 2) Appointment in same day' – Female, 45, Ferrybridge
'Not very long' – Female, 77, Ferrybridge
'Approx 10 mins – Gender, age & location not stated
'No' - Gender, age & location not stated
'Had to wait a week' – Female, 41, Ferrybridge
'I found staff very helpful appointment made for same day' – Female, 71, Ferrybridge
'Excellent every time I ring' – Female, 37, Ferrybridge
'Not long' – Male, 74, Ferrybridge
'No time at all' – Male, 75, Ferrybridge
'Did not have to wait long' – Gender & age not stated, Ferrybridge
'No problems' – Female, 48, Ferrybridge
'Took longer than expected' – Gender, age & location not stated
'Not too bad, could be better' – Female, 72, Ferrybridge
'10-15 minutes' – Gender not stated, 72, Ferrybridge
'10 days' – Male, 81, Ferrybridge
'No waiting at all. I think one of your best assets is your front line troops 'your Receptionists' – Male, 77, Ferrybridge
'Phoned Monday asked for a late appointment because I work and had to come Saturday am' – Gender, age & location not stated
'Ok this time but I have had to wait in the past' – Male, 58, Ferrybridge
'Yes' – Female, 59, Location not stated
'About 10 minutes' – Male, 48, Location not stated
'No' – Male, 51, Location not stated
'Everyone helpful, short wait' – Male, 40, Ferrybridge
'No fine' – Female, 53, Ferrybridge
'No, I'm happy with the service' – Male, 28, Ferrybridge
'10 minutes' – Male, 89, Castleford
'Within 15 minutes' – Female, 87, Castleford
'About 2 minutes' – Female, 80, Location not stated
'Waiting too long to see Asthma nurse (Sandra)' – Male, 52, Ferrybridge
'Yes' – Female, 61, Ferrybridge
'This varies some doctors seem more popular than others' – Male, 79, Castleford
'Long wait to see Doctor' – Female, 70, Ferrybridge
'For named practitioner wait for 14 days' – Male, 79, Ferrybridge
'3 days' – Male, 76, Ferrybridge
'Nothing' – Female, 52, Ferrybridge
'Had to wait nearly two weeks to see the nurse' – Female, 41, Ferrybridge

'2 weeks for an appointment but it wasn't urgent' – *Female, 37, Ferrybridge*
 'Yes' – *Gender, age & location not stated*
 'No' – *Male, 63, Ferrybridge*
 '10 mins' – *Female, 66, Ferrybridge*
 'No' – *Female, 26, Ferrybridge*
 'About 5 mins' – *Male, 45, Location not stated*
 'Sometimes 3 weeks to see Dr of my choice' – *Female, 76, Ferrybridge*
 '20 mins' – *Female, 72, Ferrybridge*
 'No' – *Female, 72, Ferrybridge*
 'Yes ok' – *Male, 68, Ferrybridge*
 'A week' – *Female, 69, Ferrybridge*
 'Yes' – *Gender, age & location not stated*
 'Yes the receptionist was very helpful' – *Female, 80, Castleford*
 'Change the waiting time' – *Female, 20, Castleford*
 'None' – *Male, 57, Ferrybridge*
 'Was a drop in appt, but a little soothing music wouldn't go amiss' – *Gender, age & location not stated*
 'Not long' – *Female, 74, Ferrybridge*
 'I had to wait a week for an appointment' – *Female, 49, Ferrybridge*
 'Not this time' – *Gender, age & location not stated*
 'It didn't book me in - when I got there, there was no appointment' – *Female, 32, Ferrybridge*
 'Nothing' – *Female, 65, Ferrybridge*
 'No' – *Male, 53, Ferrybridge*
 '10 mins approx' – *Male, 65, Ferrybridge*
 'Appointment was satisfactory' – *Male, 58, Ferrybridge*
 'No complaints, friendly, caring, a brilliant surgery, quick and helpful' – *Male, 60, Byram*
 'Two weeks for this appointment for a pill check up' – *Female, 29, Ferrybridge*
 'No problem' – *Male, 74, Ferrybridge*
 'Same day appointment' – *Female, 28, Ferrybridge*
 'Reception was busy with only 1 person on she was sorting prescriptions out with Rowlands pharmacy - I was waiting well over 10 minutes' – *Female, 61, Ferrybridge*
 'Yes' – *Female, 72, Ferrybridge*
 '15 min wait' – *Female, 81, Ferrybridge*
 'No' – *Male, 67, Ferrybridge*
 '2 weeks to see Dr Speers' – *Female, 35, Ferrybridge*
 'No problems' – *Female, 48, Ferrybridge*
 '2 days' – *Male, 84, Ferrybridge*
 '10 minutes' – *Male, 68, Ferrybridge*
 '1 week' – *Female, 24, Ferrybridge*
 'Lovely receptionists' – *Female, 58, Location not stated*
 'Fairly long' – *Gender, age & location not stated*
 'One week' – *Female, 62, Ferrybridge*
 'Didn't mind nurse late' – *Female, 26, Ferrybridge*
 '2-3 weeks' – *Female, 60, Ferrybridge*
 'No' – *Female, 27, Ferrybridge*
 'Yes book on day' – *Female, 25, Ferrybridge*
 'No complaints, friendly, caring, a brilliant surgery, quick and helpful' – *Female, 43, Ferrybridge*
 '5 min' – *Female, 47, Ferrybridge*
 '4 days very good' – *Male, 44, Ferrybridge*
 'Was fine' – *Male, 26, Ferrybridge*
 '3 days' – *Female, 76, Ferrybridge*
 'No prob' – *Male, age & location not stated*
 '10 mins' – *Female, 50, Location not stated*
 'Good timing' – *Female, 21, Ferrybridge*
 '2 weeks' – *Female, 70, Ferrybridge*
 '1 week' – *Male, 79, Ferrybridge & Byram*
 'Perfect appointments' – *Female, 43, Ferrybridge*

'Very quick and efficient' – *Female, 51, Ferrybridge*
 'Very efficient, telephone calls answered quickly' – *Female, 29, Ferrybridge*
 'No' – *Female, 54, Ferrybridge*
 'Yes few days' – *Male, 30, Ferrybridge*
 'Not long' – *Female, 26, Ferrybridge*
 'Not bad, usual long wait for Dr Mone' – *Female, 44, Ferrybridge*
 'Too much music on phone, long wait to talk to someone' – *Female, 89, Location not stated*
 '10 minutes' – *Female, 48, Location not stated*
 'One week' – *Male, 22, Location not stated*
 'Short time' – *Female, 74, Ferrybridge*
 'Find it embarrassing to have to tell telephonist about problem, not a standard at other practices' – *Female, 40, Ferrybridge*
 'Over a week for appointment' – *Female, 20, Ferrybridge*
 'Perfect as it is' – *Male, 45, Ferrybridge*
 'No' – *Male, 83, Ferrybridge*
 'No the appointment arrived in plenty of time. I did not make the appointment' – *Female, 48, Ferrybridge*
 'No' – *Male, 50, Ferrybridge*
 'Reasonable timescale' – *Gender, age, & location not stated*
 'Had to wait over a week' – *Female, 28, Byram*
 'No wait' – *Male, 60, Byram*
 'No wait' – *Female, 70, Ferrybridge*
 'Straight away' – *Female, 50, Ferrybridge*
 '2 days' – *Female, 49, Ferrybridge*
 'Straight away' – *Female, 29, Ferrybridge*
 'On time with doctor' – *Female, 31, Ferrybridge*
 'Doctor behind 20mins' – *Female, 18, Ferrybridge*
 'Didn't want to discuss medical issues with reception' – *Female, 36, Ferrybridge*
 '2 days' – *Female, 47, Ferrybridge*
 '11 days but for 2 appointments in 1 day' – *Female, 35, Ferrybridge*
 'Polite and quick' – *Female, 61, Ferrybridge*
 '5 days' – *Female, 68, Ferrybridge*
 'No problems' – *Female, 34, Ferrybridge*
 '15mins' – *Female, 68, Ferrybridge*
 'No' – *Female, 55, Ferrybridge*
 'Quick appointment' – *Female, 30, Ferrybridge*
 'Not long' – *Gender, age & location not stated*
 'No, blood test was very quick appointment' – *Male, 55, Ferrybridge*
 '10 mins' – *Female, 77, Ferrybridge*
 '10 mins' – *Male, 70, Ferrybridge*
 '1 day' – *Gender, age & location not stated*
 'Reasonable timescale' – *Male, 46, Ferrybridge*
 'No' – *Female, 37, Byram*
 'Takes a week' – *Male, 53, Byram*
 'Everything on time' – *Male, 34, Byram*
 '20 mins' – *Female, 52, Ferrybridge*
 'No everything fine' – *Female, 56, Byram*
 'Asthma clinic couple of weeks' – *Male, 41, Location not stated*
 'Reasonable timescale' – *Female, 75, Location not stated*
 'Excellent service' – *Female, 42, Ferrybridge*
 '2 mins' – *Female, 45, Ferrybridge*
 'No' – *Male, 64, Ferrybridge*
 'Yes' – *Male, 62, Ferrybridge*
 '1 week' – *Female, 56, Ferrybridge*
 'No' – *Female, 60, Ferrybridge*
 '1 week' – *Female, 53, Ferrybridge*
 'Not long' – *Male, 66, Ferrybridge*

'Not long at all' – *Male, 66, Ferrybridge*
'Booked a week in advance, knew I needed to visit' – *Female, 58, Ferrybridge*
'My appointment was in a reasonable timescale and the receptionist was very helpful' – *Female, 24, Ferrybridge*
'Only concern is preference in wanting to see a doctor who knows me and my history' – *Female, 66, Ferrybridge*
'About a week' – *Gender not stated, 42, Ferrybridge*
'Same day' – *Female, 59, Byram*
'More appointments online for Ferrybridge Surgery' – *Male, 71, Ferrybridge*
'Everything was fine' – *Female, 43, Ferrybridge*
'Appointment was given on the day I requested' – *Female, 58, Ferrybridge*
'5 min' – *Female, 40, Ferrybridge*
'Appointment been on time' – *Male, 33, Ferrybridge*
'No' – *Female, 67, Location not stated*
'No' – *Male, 67, Location not stated*
'Reasonable' – *Female, 81 Ferrybridge*
'I called for an appointment for my daughter. The nurse rang me back within 5 minutes (10am) then I got an appointment at 10.30' – *Female, 31, Ferrybridge*
'Over a week I had to wait' – *Female, 46, Ferrybridge*
'No' – *Male, 31, Ferrybridge*
'Yes' – *Male, 84, Castleford*
'About on time' – *Male, 75, Castleford*
'Prompt' – *Male, 79, Castleford*
'Yes' – *Female, 47, Castleford*
'Yes a reasonable timescale, had to wait 4 days to see the nurse' – *Female, 71, Ferrybridge*
'None' – *Male, 62, Ferrybridge*
'Didn't have to wait was last appointment' – *Female, 54, Ferrybridge*
'Nothing' – *Female, 19, Ferrybridge*
'I had to wait nearly 2 weeks to see a specific doctor' – *Female, 52, Ferrybridge*

Appendix B – Q6. Do you have enough privacy at the reception desk?

'It doesn't matter to me' – *Male, 68, Ferrybridge*

'Staff always very helpful' – *Female, 81, Ferrybridge*

'Not an issue personally - but I have stood there listening to other peoples issues which they might not be happy about' – *Male, 60, Ferrybridge*

'Probably not if I had anything more delicate to discuss' – *Female, 33, Ferrybridge*

'It's too close to where people sit; people could hear things if you did not want them too' – *Female, 32, Ferrybridge*

'None' – *Male, 57, Ferrybridge*

'Very pleased with service' – *Gender, age and location not stated*

'Sometimes you have to bend over the counter to speak quietly if you do not want to be heard by others' – *Female, 45, Ferrybridge*

'People stand very near so feel we can't ask what we would like to' – *Female, 73, Ferrybridge*

'Sometimes bookings for women issues can be awkward' – *Female, 37, Ferrybridge*

'Very Satisfied' – *Male, 75, Ferrybridge*

'They are all great - no complaints' – *Gender, age and location not stated*

'Carry on doing what you do, thank you' – *Male, 77, Ferrybridge*

'Excellent' – *Female, 69, Location not stated*

'More lack of privacy due to other people - not receptionists' – *Female, 27, Ferrybridge*

'Satisfied' – *Male, 89, Castleford*

'Satisfied' – *Female, 87, Castleford*

'No comment very good' – *Female, 80, Location not stated*

'In general I don't think you can improve much on present performance' – *Male, 79, Castleford*

'Giving my personal details at the head of a queue to the receptionist' – *Male, 79, Ferrybridge*

'If personal ask to speak in the hall, never been refused' – *Female, 52, Ferrybridge*

'I personally don't think the reception is private at al' – *Female, 41, Ferrybridge*

'Mostly, though not always' – *Female, 66, Ferrybridge*

'I think is very good' – *Male, 45, Location not stated*

'Not too many questions' – *Female, 17, Ferrybridge*

'As you are only asking for an appointment the receptionist is very discreet' – *Female, 80, Castleford*

'Change reception desk' – *Female, 20, Castleford*

'Very satisfied' – *Female, 66, Ferrybridge*

'A quiet relaxing wait but a little music would soothe the mind' – *Gender, age & location not stated*

'A sign telling patients to stand back whilst talking to receptionist and a line marking the spot. Also moving receptionist to other end of desk' – *Female, 60, Ferrybridge*

'One of the receptionists with short blonde hair is a little bit nosey' – *Female, 32, Ferrybridge*

'I have commented previously that too many personal questions are asked in front of others' – *Male, 58, Ferrybridge*

'People should stand back if someone is already at the desk' – *Male, 84, Ferrybridge*

'Too near other people' – *Male, 68, Ferrybridge*

'No' – *Female, 24, Ferrybridge*

'Receptionists helpful' – *Male, 54, Ferrybridge*

'Friendly receptionists' – *Female, 58, Location not stated*

'Not sure how to change' – *Gender, age & location not stated*

'Relatively private' – *Female, 26, Ferrybridge*

'Friendly/helpful' – *Female, 60, Ferrybridge*

'Happy with receptionist' – *Female, 43, Ferrybridge*

'Waiting area too near reception' – *Female, 47, Ferrybridge*

'Reception staff make visit comfortable and pleasant' – *Female, 76, Ferrybridge*

'No comment very good' – *Male, 78, Ferrybridge*

'If needed privacy then would ask for it' – *Male, 51, Byram*

'A booth to separate you from other people' – *Female, 56, Location not stated*

'Just asked or answered what we needed' – *Female, 48, Location not stated*

'Can get crowded at reception desk' – *Female, 47, Ferrybridge*

'Privacy could be improved' – *Female, 30, Ferrybridge*

'Open and close to seating area' – *Female, 40, Ferrybridge*

'Conversation isn't private' – *Male, 45, Ferrybridge*

'Need a window for privacy' – *Female, 18, Ferrybridge*

'Booth with soundproof for reception area for more privacy' – *Female, 61, Ferrybridge*

'People over hearing' – *Gender, age & location not stated*

'No comment very good' – *Gender, age & location not stated*

'Difficult to improve' – *Male, 70, Ferrybridge*

'Consider the service ideal' – *Gender, age & location not stated*

'Hard to ask for things and tell reception when people are around' – *Female, 37, Byram*

'Depends what you are discussing' – *Female, 56, Byram*

'I use the phone if I want to discuss private thing, reception is very open and everyone can hear' – *Female, 42, Ferrybridge*

'Reception area nice but other looks and listen when dealing with confidential matters' – *Female, 60, Ferrybridge*

'Nice to see positive receptionists and friendly' – *Female, 53, Ferrybridge*

'No as some people stand too close to desk when you're trying to talk' – *Female, 33, Ferrybridge*

'Always satisfied with surgery performance. Feel at ease with my (my own doctors) for any given subject' – *Female, 66, Ferrybridge*

'If I was asking something private, people in the surgery could hear me' – *Female, 58, Ferrybridge*

'Initial appt to see midwife and had to go to main surgery and ask for a midwife booking pack - would be better to have a more private area' – *Female, 22, Ferrybridge*

'Yes it depends on the matter?' – *Female, 67, Location not stated*

'Everybody can hear you' – *Female, 46, Ferrybridge*

'No problems' – *Male, 84, Castleford*

'Always helpful' – *Male, 79, Castleford*

'If a problem for a patient is personal, then there's no privacy, I tend to whisper which can't always be heard by the receptionist!' – *Female, 71, Ferrybridge*

'Hard to discuss personal matters with a room full of people' – *Female, 19, Ferrybridge*

'Although signs have gone up its ok if your only making an appointment but when they start asking what's wrong with you it could be something the patient doesn't want other public to hear' – *Female, 52, Ferrybridge*

Appendix C - Q7. Do you think the choices for obtaining repeat prescriptions (including the new Electronic Prescription Transfer Scheme) work well? Do you have any suggestions for improvements?

'Dispensing patient, could send a text message when due to order' – *Male, 68, Ferrybridge*

'Haven't used so can't comment' – *Female, 33, Ferrybridge*

'All very satisfactory' – *Female, 81, Ferrybridge*

'Only just signed up for ETP so can't comment' – *Female, 56, Ferrybridge*

'No' – *Gender, age & Location not stated*

'What is the electronic prescription transfer system?' – *Male, 49, Ferrybridge*

'None' – *Male, 57, Ferrybridge*

'Unfortunately no' – *Female, 45, Ferrybridge*

'No' – *Gender, age & location not stated*

'Prefer to talk to people' – *Gender, age & location not stated*

'Not really' – *Male, 75, Ferrybridge*

'No' – *Female, 48, Ferrybridge*

Shorten the time it takes to see the doctor' – *Gender, age & location not stated*

'?' – *Gender not stated, 73, Ferrybridge*

'Reasonably well after teething troubles' – *Male, 77, Ferrybridge*

'?' – *Gender, age & Location not stated*

'No' – *Female, 69, Location not stated*

'Not used this service yet' – *Male, 40, Ferrybridge*

'Apart from when says you can't order - due to medical review and then you need to telephone and then usually reordered' – *Female, 53, Ferrybridge*

'No' – *Male, 28, Ferrybridge*

'No' – *Male, 89, Castleford*

'None' – *Female, 87, Castleford*

'I use Lloyds Chemist for repeat prescriptions and they're always on time'

Sometimes not informed as to whether Px has been transferred or still at surgery' – *Male, 79, Castleford*

'No' – *Male, 56, Ferrybridge*

'No' – *Gender, age & location not stated*

'Gave up on electronic system months ago, system problems. Should probably try again now' – *Male, 63, Ferrybridge*

'Have not used it' – *Male, 71, Location not stated*

'No' – *Gender, age & location not stated*

'Not really I am quite satisfied' – *Female, 80, Castleford*

'No all is good' – *Female, 20, Castleford*

'No' – *Male, 57, Ferrybridge*

'Go back to how it was' – *Female, 65, Ferrybridge*

'No' – *Male, 53, Ferrybridge*

'Working as I do it is neigh impossible to put my repeat in. A letterbox?' – *Male, 58, Ferrybridge*

'Don't really know much about this service' – *Female, 28, Ferrybridge*
'When you are having blood tests it throws the process out. You need to be told when this happens so you can order your other tablets ok' – *Female, 61, Ferrybridge*
'Not aware of it' – *Female, 48, Ferrybridge*
'More appointments' – *Male, 56, Ferrybridge*
'2 lost auto prescriptions' – *Female, 58, Location not stated*
'Haven't used' – *Female, 27, Ferrybridge*
'No' – *Female, 43, Ferrybridge*
'None' – *Female, 47, Ferrybridge*
'No' – *Male, Age & location not stated*
'No' – *Male, 78, Ferrybridge*
'None' – *Female, 51, Ferrybridge*
'No' – *Female, 66, Ferrybridge*
'Can't walk far' – *Female, 18, Ferrybridge*
'Some medication missing or not sent through to the chemist' – *Female, 30, Ferrybridge*
'Efficient from surgery but difficult at chemist if things are urgent' – *Female, 58, Ferrybridge*
'Daughter diabetic, registered for online ordering and testing strips needed are not available' – *Male, 37, Ferrybridge*
'No' – *Gender, age & location not stated*
'Be able to see Dr in shorter time frame' – *Male, 53, Byram*
'Very good' – *Female, 42, Ferrybridge*
'None' – *Female, 28, Ferrybridge*
'No' – *Female, 60, Ferrybridge*
'None' – *Female, 53, Ferrybridge*
'Not familiar as yet' – *Female, 66, Ferrybridge*
'Only danger with system is the chemist is nearly always out of stock - resulting 2 visits' – *Male, 71, Ferrybridge*
'Don't use repeat service' – *Female, 58, Ferrybridge*
'Never needed a repeat prescription' – *Female, 43, Ferrybridge*
'Never had to use it' – *Female, 31, Ferrybridge*
'No' – *Male, 31, Ferrybridge*
'No' – *Male, 84, Castleford*
'No' – *Male, 79, Castleford*
'No' – *Female, 71, Ferrybridge*
'No' – *Male, 62, Ferrybridge*
'Mine is done with the chemist' – *Female, 52, Ferrybridge*

Appendix D – Q18. Doctor/Nurses Name and comments?

Responses consisting of just the Clinicians name have been excluded

'Dr Mone – No complaints at all' – *Male, 68, Ferrybridge*

'Dr Pinder - the course of physio helped my arthritis in hips and back a lot' – *Female, 81, Ferrybridge*

'Dr Speers - very good listener and a caring attitude' – *Female, 33, Ferrybridge*

'Dr Khan & Dr Marlow - excellent listening skills and very approachable. Felt confident with consultation' – *Female, 33, Ferrybridge*

'Can't remember nurses name but was very, helpful, caring & considerate and professional' – *Male, 40, Ferrybridge*

'Dr Pinder, Dr Mone, Dr Speers, all so patient, I know I'm a nuisance but never made to feel it. Sandra, Hilary, all the nurses are really kind speaking to me on the phone if I am really bad. Receptionists never belittle me, always professional and kind' – *Female, 52, Ferrybridge*

'Dr Earnshaw, the nurse is Ann she does my injections and Dr Earnshaw is very good' – *Female, 80, Castleford*

'Dr Phipps-Jones - very understanding and listened to what I had to say' – *Female, 49, Ferrybridge*

'Dr Anghel - a credit to your surgery' – *Female, 32, Ferrybridge*

'Dr A Mone - but others have been very good too in the past' – *Male, 60, Byram*

'Dr Mone & Vanessa. Very good' – *Female, 48, Ferrybridge*

'All as equally competent' – *Female, 51, Ferrybridge*

'I cannot remember the doctors name but I find them helpful and they always listen' – *Female, 48, Ferrybridge*

'Happy with everyone' – *Female, 74, Location not stated*

'Dr Khan - went to surgery due to hospital informing me I had a hernia and i was anaemic. Told my time was nearly up and did I want to come back later for hernia information. Did not realise I only had 10 minutes' – *Male, 71, Ferrybridge*

'Every GP I have seen have been very good. Also saw the practice Nurse once and she was lovely' – *Female, 78, Ferrybridge*

'We feel this is the best Doctors / Nurses we have been to' – *Female, 40, Ferrybridge*

'Dr Ali – Helpful' – *Female, 81, Ferrybridge*

'Dr Speers - he was very helpful and I felt comfortable with the circumstances of the appointment' – *Female, 31, Ferrybridge*

'Dr Khan, Angela McLoughlin - Very Good' – *Male, 79, Castleford*

'Dr Mone is my favourite Doctor and Nurse Mullikin is a good nurse to see' – *Female, 71, Ferrybridge*

'Dr Speers - He's great with understanding different situations, really helpful. I choose to see him every time I attend the doctors' – *Female, 19, Ferrybridge*

Appendix E – Q9. Which of the following services would you like to see offered in the surgery? Other (Please specify)

Answers excluded where no service specified

'Diet Service is good' – Male, 68, Ferrybridge

'I guess this would depend on whether I/others required the particular service' – Female, 45, Ferrybridge

'Dietician, Well Woman Clinic' – Female, 35, Ferrybridge

'Practice all I need already' – Female, 48, Ferrybridge

'Out patients clinic' – Female, 58, Location not stated

'Something to explain tablets to patients' – Female, 45, Ferrybridge

'Any extra is beneficial' – Female, 43, Ferrybridge

'Don't see how every one of these can be done by the surgery' – Female, 76, Ferrybridge

'Don't know what these are' – Female, Age & location not stated

'Physiotherapy' – Male, 41, Location not stated

'No preference' – Male, 60, Byram

'Don't know' – Female, 31, Ferrybridge

'Blood tests' – Male, 53, Ferrybridge

'Whatever is appropriate' – Male, 70, Ferrybridge

'Stress relief' – Female, 60, Ferrybridge

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

'Nothing' – *Male, 68, Ferrybridge*

'Nothing' – *Female, 21, Ferrybridge*

'Satisfactory' – *Female, 81, Ferrybridge*

'No' – *Female, 59, Ferrybridge*

'Send Dr Marlow on a course for people skills' – *Female, 42, Ferrybridge*

'None' – *Male, 46, Ferrybridge*

'None' – *Male, 57, Ferrybridge*

'More evening appointments' – *Male, 56, Ferrybridge*

'Able to see my own doctor more easily' – *Female, 68, Ferrybridge*

'Availability of appointments' – *Female, 41, Ferrybridge*

'I would like to be able to make an appointment for next visit while in surgery for the month' – *Female, 73, Ferrybridge*

'More late evening appointments to suit people who work until 5pm and after' – *Female, 28, Ferrybridge*

'All ok' – *Male, 75, Ferrybridge*

'More doctors more nurses' – *Female, 48, Ferrybridge*

'More appointments' – *Female, 48, Ferrybridge*

'As quoted in box between 6 & 7 carry on doing what you appear to do well' – *Female, 48, Ferrybridge*

'I think I should have been put on tablets to lower my blood pressure sooner' – *Male, 77, Ferrybridge*

'Nothing' – *Female, 69, Location not stated*

'Booking online' – *Male, 48, Location not stated*

'Nothing' – *Male, 28, Ferrybridge*

'Satisfied' – *Male, 89, Castleford*

'Satisfied' – *Female, 87, Castleford*

'Free prescriptions for asthmatics' – *Male, 52, Ferrybridge*

'If doctors listen with as much attention as the Nurse Practitioner' – *Female, 61, Ferrybridge*

'I don't think so' – *Male, 79, Castleford*

'Waiting time for appointments' – *Female, 70, Ferrybridge*

'All seems fine I rarely use it' – *Male, 56, Ferrybridge*

'Nothing' – *Female, 52, Ferrybridge*

'Don't visit enough to comment' – *Female, 41, Ferrybridge*

'Quicker appointment times' – *Female, 76, Ferrybridge*

'To have an appointment at Byram surgery to see the doctor instead of having to come to Ferrybridge' – *Female, 72, Ferrybridge*

'Nothing' – *Female, 17, Ferrybridge*

'To have the phone number of Castleford surgery for appointments' – *Female, 80, Castleford*

'None all is good' – *Female, 20, Castleford*

'More privacy at reception' – *Female, 32, Ferrybridge*

'Saturday morning surgery probably' – *Male, 58, Ferrybridge*

'Seems perfect to me' – *Male, 60, Byram*
 'Have two people on reception - or one where they can easily come on if needed' –
Female, 61, Ferrybridge
 'Nothing' – *Male, 67, Ferrybridge*
 'Nothing' – *Female, 48, Ferrybridge*
 'Less timescale to wait for appointments' – *Female, 42, Ferrybridge*
 'Seen on time' – *Female, 24, Ferrybridge*
 'More flexible' – *Male, 56, Location not stated*
 'Tea & biscuits' – *Male, 56, Ferrybridge*
 'Better English speaking doctors' – *Male, 54, Ferrybridge*
 'Get rid of these forms' – *Female, 60, Ferrybridge*
 'Great surgery' – *Female, 27, Ferrybridge*
 'Able to see chosen doctor' – *Female, 27, Ferrybridge*
 'More privacy at reception' – *Male, 44, Ferrybridge*
 'Water machine' – *Female, 36, Ferrybridge*
 'The government' – *Female, 76, Ferrybridge*
 'Times' – *Female, Age not stated, Ferrybridge*
 'None' – *Male, Age & Location not stated*
 'Nothing' – *Female, 50, Location not stated*
 'Too many changes in doctors. You build relationship then they leave' – *Female,*
76, Ferrybridge
 'Able to see doctor of choice earlier' – *Female, 70, Ferrybridge*
 'Nothing, very good' – *Female, 43, Ferrybridge*
 'None' – *Female, 51, Ferrybridge*
 'Make sure patients are seen on time' – *Gender not stated, 48, Location not stated*
 'Improve internet services. Can never change password' – *Female, 28, Ferrybridge*
 'Nothing' – *Female, 54, Ferrybridge*
 'If it isn't broken, don't fix it' – *Male, 81, Byram*
 'Surgery has been good enough, I am satisfied' – *Female, 48, Location not stated*
 'Improve privacy' – *Female, 30, Ferrybridge*
 'More privacy on phone/reception' – *Female, 40, Ferrybridge*
 'Nothing' – *Male, 44, Ferrybridge*
 'Nothing' – *Female, 48, Ferrybridge*
 'Easier access by telephone' – *Gender, age & location not stated*
 'Nothing to change' – *Female, 31, Ferrybridge*
 'Make sure doctors schedule is on time' – *Female, 18, Ferrybridge*
 'Female Doctor available at all appointment times i.e am and pm' – *Female, 36,*
Ferrybridge
 'Tea/coffee machine?' – *Female, 61, Ferrybridge*
 'Car park space' – *Female, 34, Ferrybridge*
 'Been a patient for 50years and very happy' – *Female, 50, Ferrybridge*
 'Nothing' – *Female, 41, Ferrybridge*
 'Very pleased with service and care' – *Female, 58, Ferrybridge*
 'No. very happy' – *Male, 53, Ferrybridge*
 'Longer opening hours' – *Female, 31, Byram*
 'No' – *Male, 53, Byram*
 'Nothing' – *Male, 34, Byram*
 'Nothing' – *Female, 56, Byram*

'Longer time for doctors and nurses to be at Byram' – *Female, 74, Location not stated*

'Happy at the moment' – *Female, 42, Ferrybridge*

'Having Byram open longer' – *Female, 45, Ferrybridge*

'Everything fine' – *Female, 28, Ferrybridge*

'No' – *Male, 65, Ferrybridge*

'Quicker appointments' – *Male, 55, Ferrybridge*

'TV or fish tank' – *Female, 53, Ferrybridge*

'Improvement of appointment system' – *Female, 58, Ferrybridge*

'I am very happy with the service myself and my daughter has had' – *Female, 24, Ferrybridge*

'An area were you can talk in private to staff members when booking your appointment' – *Female, 33, Ferrybridge*

'More emergency child appointments' – *Gender not stated, 42, Ferrybridge*

'Open Saturday am' – *Female, 59, Byram*

'None' – *Male, 75, Ferrybridge*

'Television' – *Male, 37, Ferrybridge*

'Quicker to get an appointment' – *Male, 31, Ferrybridge*

'Nothing' – *Female, 42, Ferrybridge*

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

'More appointment times' – *Female, 48, Ferrybridge*

'Comment from my wife who was with me at the time of filling in the survey 'more lady doctors please' – *Male, 77, Ferrybridge*

'Castleford should be open more often then saves on travelling' – *Female, 35, Ferrybridge*

'I was told by the GP that I had to attend an x-ray at an 'open' surgery at the hospital - When I had my blood test I was told to make an appointment for x-ray - when I phoned I was told it was an 'open' surgery' – *Female, 42, Ferrybridge*

'At Castleford - No matrix board available - difficult for the hard of hearing' – *Female, 53, Ferrybridge*

'Just more parking in the surgery' – *Male, 28, Ferrybridge*

'Receptionist very helpful – friendly' – *Female, 27, Ferrybridge*

'I think I have covered all I can' – *Male, 79, Castleford*

'The staff are always friendly and polite also the doctors and nurses. I have no complaint' – *Female, 80, Castleford*

'Love the opening times - suit me and work pattern' – *Female, 48, Ferrybridge*

'Too many people for blood samples' – *Male, 68, Ferrybridge*

'More care for obesity' – *Female, 58, Location not stated*

'Friendly' – *Female, 27, Ferrybridge*

'Very helpful staff' – *Female, 53, Ferrybridge*

'Overall very good' – *Female, 29, Ferrybridge*

'Not enough toilets and dieticians' – *Female, 18, Ferrybridge*

'Non medical staff always polite and respectful' – *Female, 36, Ferrybridge*

'District nurses should be more joined with the practice and give approx time for visits' – *Male, 59, Ferrybridge*

'Doctors are very helpful which helps you feel at ease' – *Male, 34, Byram*

'Have drop-in bloods at Byram' – *Female, 74, Location not stated*

'Lovely surgery' – *Female, 60, Ferrybridge*

'Happy with surgery as it is' – *Female, 53, Ferrybridge*

'Maybe I am harsh with my comments just because of one major incident but it could of cost my life' – *Female, 52, Ferrybridge*

Outcome of 2012 plan

You Said	We Did
Improve privacy in the Beauforth House Reception Area	Displayed signs asking patients to stand back and respect the privacy of those queuing before them. Added an additional self check-in screen so that fewer patients need to queue
Review how appointments are booked for patients requiring extra time in consultation	A procedure has been developed to ensure that all patients are treated consistently. Longer appointments can now only be booked directly by a GP after discussion with them.
Ensure staff give their name when answering the phone	All reception staff have received training on customer service to highlight the importance of giving their name when answering the telephone and the reasons for this.
Explore if any improvements can be made to the toilets at Byram	Negotiations are ongoing with Selby District Council to improve the facilities
Review how flu clinics are managed to improve the flow through the surgery.	Introduced a ticketing system to the Clinics proposed by a member of the Focus Group. This worked extremely well and reduced queues and waiting time.

Correspondence to Virtual Group Members

From: Laura Fenton
Sent: 28 March 2013 16:29
To:
Subject: Ferrybridge Medical Centre PPG Group

Dear,

Please find attached the minutes for the last Patient Participation Group meeting held on Monday 11th March 2013, along with a copy of the 2013 survey results. If you have any feedback regarding the survey results we would like to hear your comments, please get in touch with myself or Kath.

Regards
Laura Fenton
Administration Assistant
Ferrybridge Medical Centre
Direct Dial Tel: 01977 635040

From: Laura Fenton
Sent: 28 February 2013 15:03
To:
Subject: Patient Participation Group

Dear,

Please find attached the minutes for the last Patient Participation Group meeting held on Monday 28th January 2013. As always if you have any questions or queries please do not hesitate to get in touch.

Regards
Laura Fenton
Administration Assistant
Ferrybridge Medical Centre
Direct Dial Tel: 01977 635040

From: Laura Fenton
Sent: 27 December 2012 15:20
To:
Subject: Patient Participation Group

Dear,

Please find attached the minutes for the last Patient Participation Group meeting held on Monday 17th December 2012. As always if you have any questions or queries please do not hesitate to get in touch.

Regards
Laura Fenton
Administration Assistant
Ferrybridge Medical Centre
Direct Dial Tel: 01977 635040

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:

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