

Practice Questionnaire
2015 Results/Report

Patient Representation

Our physical Patient Participation Group was formed eight years ago and works exceptionally hard in supporting the patients and the practice. In addition we also have a Virtual Patient Reference Group which has been built up over the years. The combination of the two creates a strong Patient Participation Group for the practice with access to the full patient profile.

The Group are totally supportive of the practice and work exceptionally hard on the patient's and our behalf by promoting access patient services and improvement in health promotion.

The PPG devised the latest survey in cooperation with the practice, it was based partly on the findings of the last survey and partly on issues that had been raised by patients throughout the year and also contributions from the Virtual Group and all the practice staff.

The following is a copy of the questions and the results and also incorporates the PPG action plan for the results.

Question 1: Are you or any of your household involved with any local health related group/charity/society?

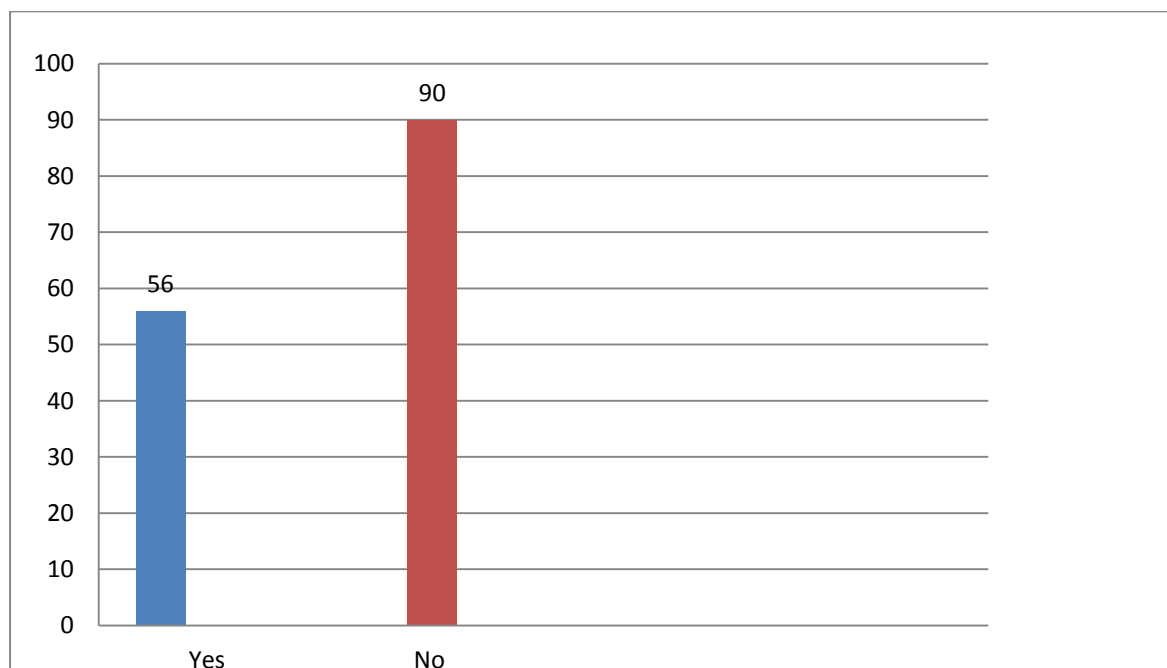
Answer: 12

1b: Would you be willing to name the organisation or body you are involved with?

Answer: YES

1c: Would you be interested in any health promotion related events to be held in the practice?

Answer: YES 56 NO 90



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We received good feedback supporting proposed Health Care Awareness events. These events are organised by the PRG with the support of the Practice. One, Staying Healthy in Retirement (held in May 2015) with speakers from Harrogate Borough Council 'Fit for Life', Fairfax Community and Age Concern. The next one, Dementia Awareness was an excellent event with speakers from Dementia Friends, Dementia UK and an active session on Dance Therapy. This was very well attended by patients, carers and Practice staff.

In May 2016 we will be holding the next event 'Recognising and dealing with stress'. At this event there will be speakers from Yorkshire Yoga, a clinician from the practice specialising in mental health, a Nutritionist and an Alternative Therapist.

Question 2: The practice currently offers the following range of services please tell us if you use them and how happy you are with the service?

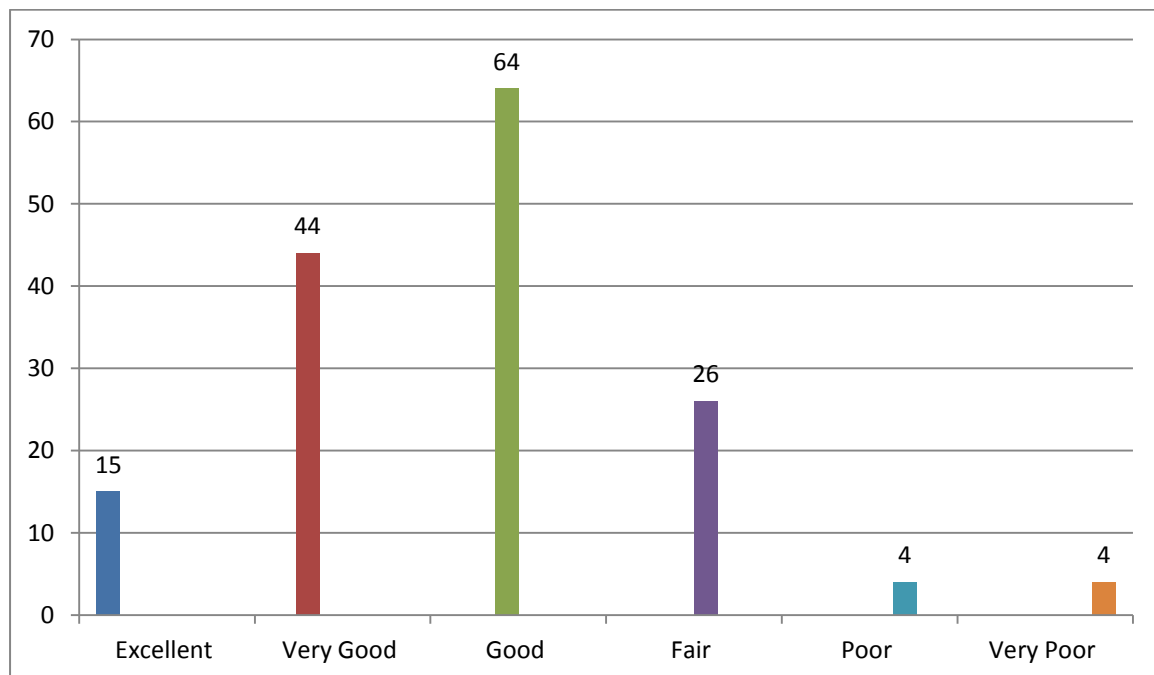
Smoking advice, NHS Health Checks, Well Man, Well Woman, Diabetes, Sexual Health :

Answer: 41 patients use services

86 patients not aware

41 patients satisfied with services

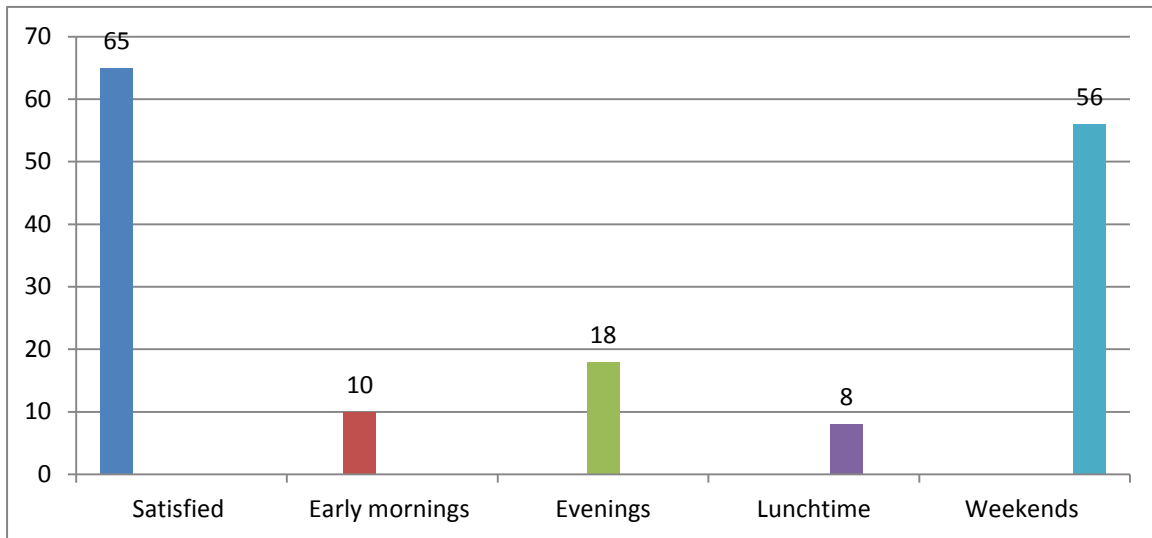
Question 3a: How do you rate the hours that your practice is open for appointments?



Most patients are satisfied with the opening hours of the practice. We still offer extended hours out of the normal surgery hours and this is publicised on the practice website/newsletter and appointment leaflets are in reception.

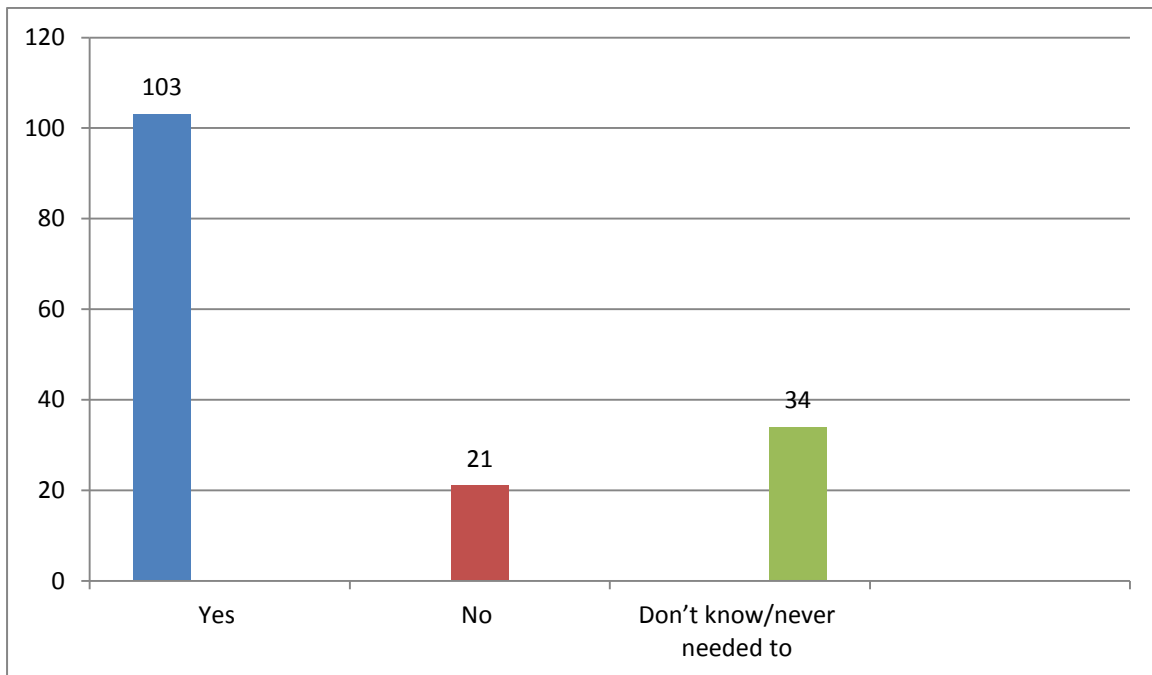
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Question 3b: What additional hours would you like the practice to be open (we asked patients to tick all that apply)



Most patients are satisfied but would like some weekend appointments.

Question 4: If you need to see a GP urgently can you normally get seen on the same day?



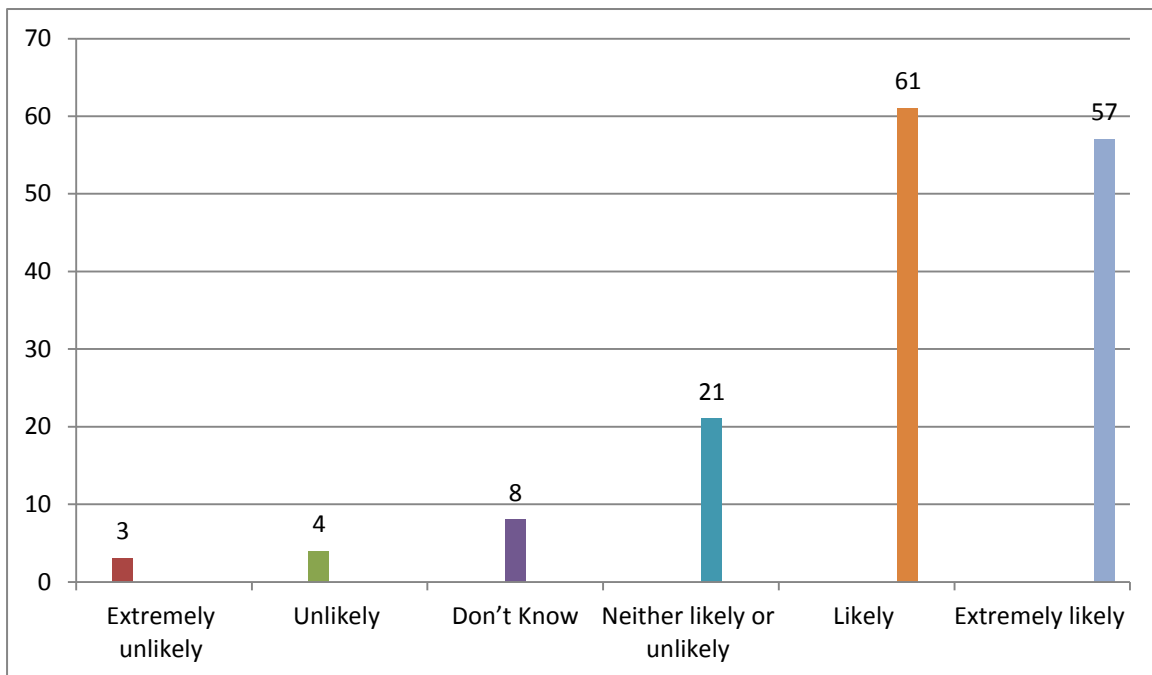
Duty Doctor system is working exceptionally well and is very popular with patients. All patients are offered contact with a doctor that day.

Communication and information for patients on how to book appointments is ongoing. We offer telephone slots to patients.

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The PPG have reported how well this is working for themselves and have had positive comments from other patients.

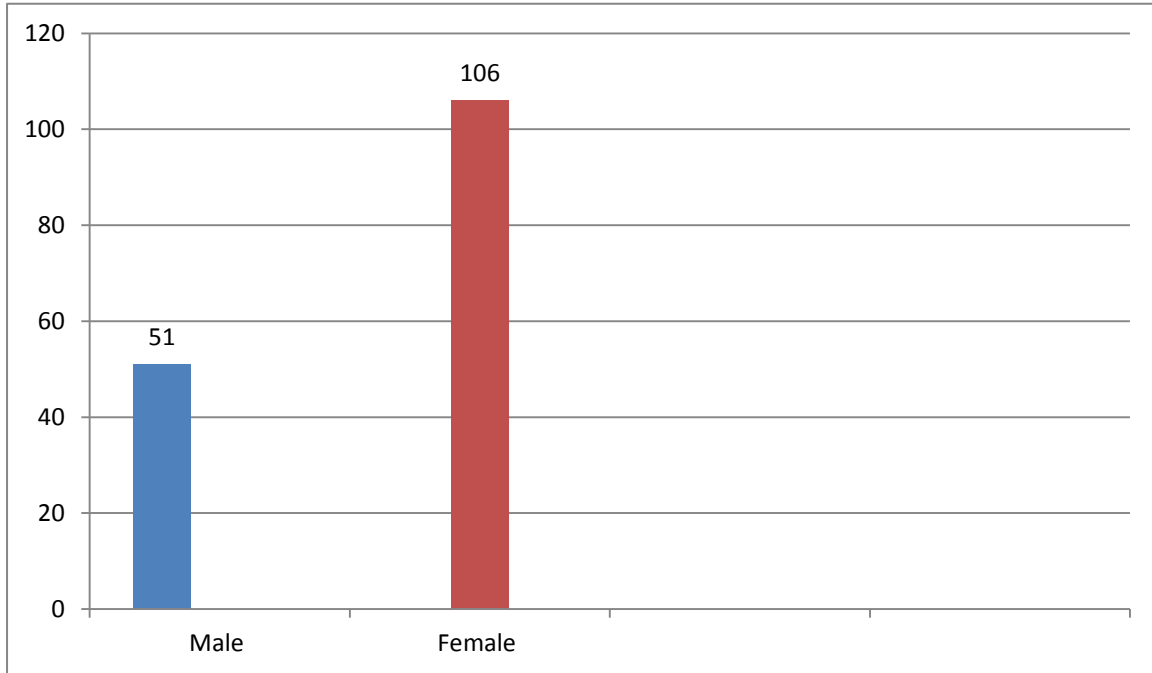
Question 5: How likely are you to recommend our GP practice to friends or family if they needed similar care or treatment?



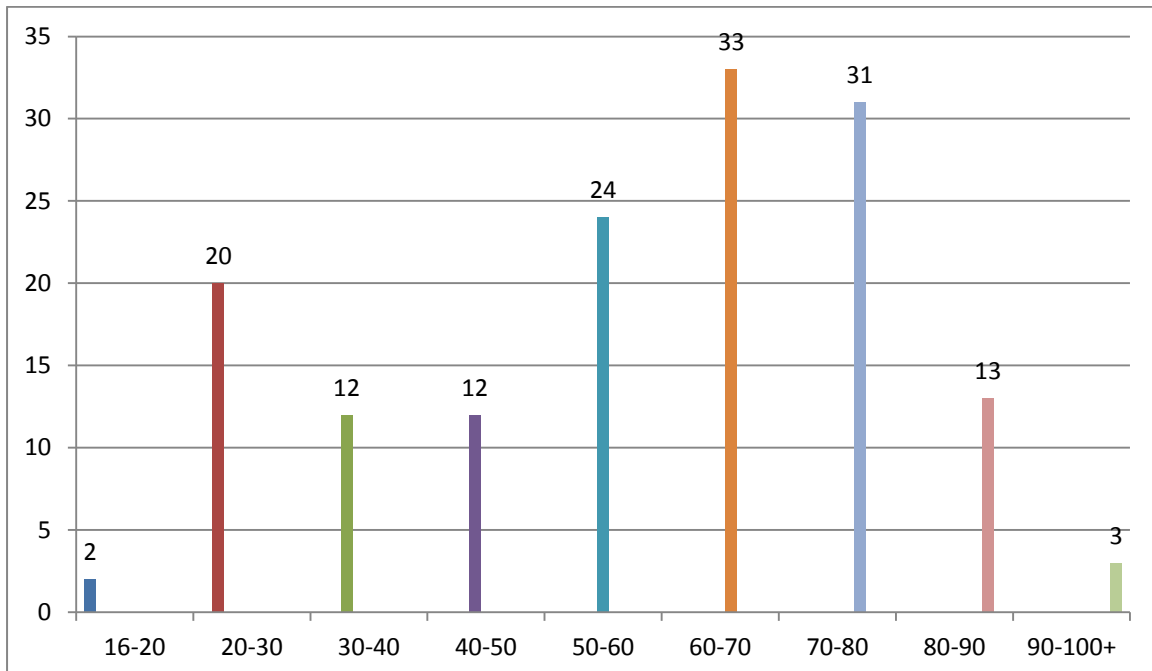
We have a Friends and Family collection box in the waiting room and also a suggestion box for comments both positive and negative. If patients are unhappy we encourage them to raise matters with the Practice Manager.

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Question 6: Are you male or female?



Question 7: How old are you?



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Question 8: Which Ethnic Group do you belong to ?

