

**Dr. C. Hallikeri and Partners**

**Little Lever Health Centre**

**Mytham Road**

**Little Lever**

**Bolton**

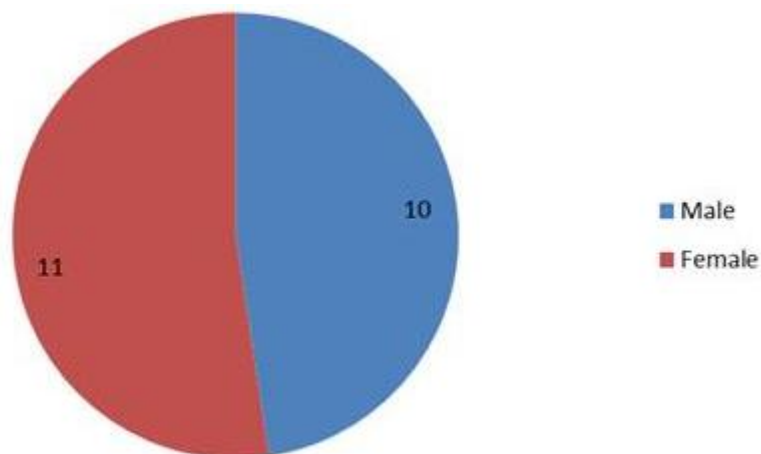
**BL3 1JF**

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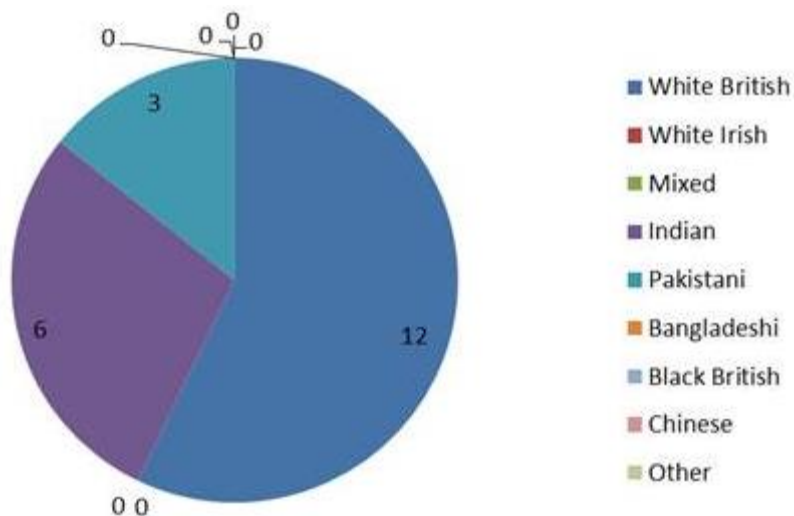
**Patient Participation Group, Survey Report and Action plan March 2020**

Description of the profile of the members of the Patient Reference Group for this practice:-

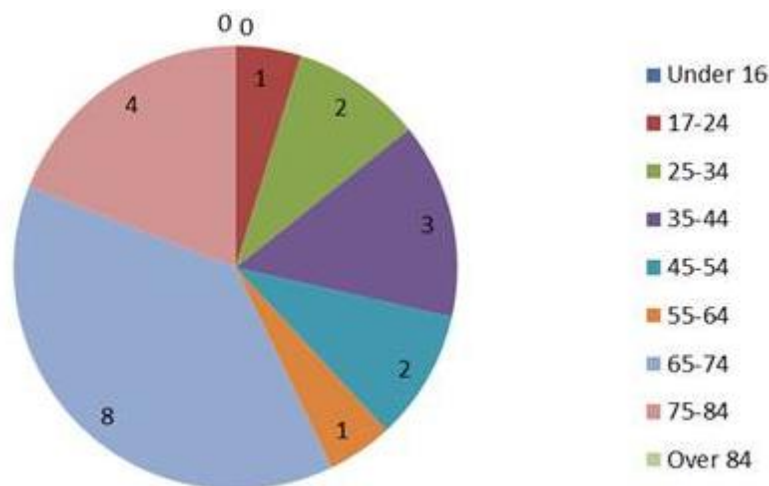
Sex Breakdown of PPG:



Ethnic Group Breakdown of PPG



## Age Breakdown of PPG:



The patient group is emailed quarterly with a patient survey and we try and meet every 6 months to discuss important issues for both patients and the surgery.

Our Patient group met on the 05<sup>th</sup> of March 2020 at Little Lever Health Centre. 15 members of the PPG attended which was chaired by the Practice Manager Brian Smith and Office Manager Karen Fyles.

### **Minutes from PPG Meeting 05/03/2020**

The Practice Manager introduced himself and all new staff members.

Raisa the practice pharmacist gave a talk on her role at surgery including medication reviews and minor illness.

Zoe the practice social prescriber gave a talk on her varied role in Little Lever and Brightmet.

The Chair circulated the new practice survey and explained how the questionnaire was designed and what the aims were. The survey was complete by all PPG and then given out to all patients attending surgery from 05/3/2020-12/03/2020 – see below for results.

The chair described the changes he had made to appointment system including increased amounts of on the day urgent appointments to cope with increased demands. The chair then chaired a discussion on what should be classed as an urgent appointment so staff can better triage appointments.

The chair asked all PPG members if they had appointments at weekend or in the evening with the federation. Two members of the PPG were not aware they could book routine appointments in the evening and at weekends which were noted by the chair and posters will now be displayed in the waiting room and on the surgery website.

The chair explained that the surgery is due to move to new premises in May 2021. Unfortunately Bolton CCG and Bolton Council want the surgery to have a shared reception which is similar to current arrangements at Little Lever Health Centre. All PPG in agreement due to data protection and comfort of patients each surgery needs their own reception space. The practice manager will feed this back to the new build meeting at the end of March.

Please see below the results of our patient survey conducted in March 2020

|   |           |          |
|---|-----------|----------|
| <b>How do you normally book your appointment?</b> | In person | 12 = 41% |
|   | By phone  | 7 = 25%  |
|   | Online    | 10 = 34% |

|  |                            |         |
|--|----------------------------|---------|
| <b>How easy do you find to contact the surgery by telephone?</b> | Very Easy                  | 7 = 26% |
|  | Easy                       | 9 = 34  |
|  | Neither Easy nor Difficult | 2 = 7%  |
|  | Difficult                  | 7 = 26% |
|  | Very Difficult             | 2 = 7%  |

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|--|--|------------|
| <b>From January we have increased the amount of emergency appointments we offer with both doctors and pharmacist, please tick what you feel are urgent appointments.</b> | Lower back pain                              | 7 = 8.5%   |
|  | Persistent Nosebleeds                        | 7 = 8.5%   |
|  | Fever  | 8 = 9.5%   |
|  | Headache                                     | 2 = 2.5%   |
|  | Rectal Bleeding                              | 15 = 18%   |
|  | Sore throat for 3 days                       | 2 = 2.5%   |
|  | A baby with persistent high fever            | 20 = 25%   |
|  | Chest infection that you have had for a week | 21 = 25.5% |
|  | Cough for 1 day                              | 0%         |

|   |           |          |
|---|-----------|----------|
| <b>Are you aware that our surgery is open on a Tuesday from 6.30pm – 8.30pm for patients who find attending the surgery during working hours difficult?</b> | In person | 22 = 92% |
|   | By phone  | 2 = 8%   |

|   |     |          |
|---|-----|----------|
| <b>Are you aware that our surgery can offer non</b> | Yes | 20 = 83% |
|---|-----|----------|

|  |    |         |
|--|----|---------|
| <b>urgent appointments in the evening and at weekends with a doctor, nurse and mental health practitioner?</b> | No | 4 = 17% |
|--|----|---------|

|   |     |            |
|---|-----|------------|
| <b>Are you aware that our surgery offers appointments with a mental health practitioner and a MSK Practitioner (for such things as back pain, shoulder pain etc)?</b> | Yes | 19 = 70.5% |
|   | No  | 8 = 29.5%  |

|  |                            |           |
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| <b>How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?</b> | Extremely Likely           | 17 = 63%  |
|  | Likely                     | 5 = 18.5% |
|  | Neither Likely or unlikely | 4 = 15%   |
|  | Unlikely                   |           |
|  | Extremely Unlikely         |           |
|  | Don't Know                 | 1 = 3.5%  |

|   |     |          |
|---|-----|----------|
| <b>We now offer a host of online services that allow any patient to book appointments, request repeat prescription and to view your medical record. Have you been made aware of these services by our admin team?</b> | Yes | 21 = 84% |
|   | No  | 4 = 16%  |

|  |                |          |
|--|----------------|----------|
| <b>Last time you wanted to book a routine appointment to see or speak to a doctor how long did you have to wait for an appointment??</b> | Within a week  | 19 = 70% |
|  | Within 2 weeks | 8 = 30%  |
|  | Within 3 weeks |          |
|  | Within 4 weeks |          |
|  | Above 4 Weeks  |          |

|   |     |          |
|---|-----|----------|
| <b>The surgery now offers routine and urgent appointments with a practice pharmacist who is</b> | Yes | 14 = 54% |
|---|-----|----------|

|  |           |                 |
|--|-----------|-----------------|
| <p><b>able to prescribe medication and refer to secondary care if needed. Have you been offered an appointment with the pharmacist when you have previously contacted the surgery to see a doctor?</b></p> | <p>No</p> | <p>12 = 46%</p> |
|--|-----------|-----------------|

### **Action Plan for the Practice.**

Overall the survey results were very positive; including various comments at the end of the surveys.

81.5 % of patients would be extremely likely or likely to recommend the surgery. 70% of patients were able to see a GP of choice within 1 week. 100% of patients were able to see a GP of choice within 2 weeks. 54% of patients had been offered appointments with a practice pharmacist instead of a doctor.

Two main areas for improvement are the ability to get through on the phone and percentage of patients who know about online services but have not signed up for them.

60% of patients found it very easy/easy to contact the surgery by phone. To improve this score we have increased staff levels at busy times 8am-9am and 3pm-4pm. All staff answers the phones including the practice manager and business manager. We will conduct a further survey in March to see if there has been any improvement.

The practice manager has trained staff on how the online services operate so this can be communicated to patients. Posters have been placed around surgery to advertise the services. The practice has a target of 20% by NHS England and we currently are at 12%.