

West View Surgery

Patient Reference Groups 2013/2014

Surveys

West View Surgery has run a number of surveys over the past 12 months, initially via email with our Virtual Reference Group and a link on our Website, and subsequently via an iPad within the surgery Reception Area.

Virtual Patient Reference Group

We initially advertised for patients to join our virtual reference, via signs in the waiting room and on the website, we also invited our already established face to face Patient Participation Group and included an invitation to join the virtual group in new patient registration packs.

There are 89 members of the profile group and virtual group. Of these that completed the ethnicity section:

94% are white British, 1% are mixed white and black African,

3% did not specify their ethnicity, 1% are white European

35% male, 60% female

Face to Face Patient Patient Reference Group

West View Surgery have had a face to face Patient Participation Group for a number of years. We meet at least once per year to discuss the survey findings and any other issues that the group wish to raise. The majority of members are retired, this is not aligned to the practice population which is more evenly distributed across the age groups and therefore when we met in October 2013 we extended the invitation to include the virtual group. This did improve the age range.

Patient Survey

About the patients who took part

Male	39%	Female	59%	Prefer not to say	2%
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Age Group

16-25 years	1.85%	26-35 years	0%	36-45 years	7.41%	46-55 years	24.07%
56-65 years	27.78%	66-75 years	24.07%	76-85 years	12.96%	86 years and over	1.85%

Ethnicity

100% of the respondents were White British which correlates with the Practice population which is 94% White British. The practice will need to monitor this and ensure we engage with other ethnic groups when and if their numbers increase.

The link to the survey was emailed to the virtual group and was also available as a link within the website for at least one month.

The full results can be found on our website.

Friends and Family

The Friends and Family test has been run in hospitals trusts for a number of years.

West View are aware of the government's aim to implement the Friends and Family Test which simply asks patients if they would be likely to recommend the surgery to their Friends and Family, in Primary Care within the next year, and have been working with a company called Optimum to pilot its use within a surgery setting.

This has provided us with a huge amount of feedback from our patients with over 2000 questionnaires being completed in the last 7 months.

Questionnaires are completed on an iPad within in stand in the main reception area and besides the Friends and Family question, they are asked 4 simple questions about the surgery and 4 about themselves. They also have the opportunity to leave a comment.

Full results can be found on our website.

Urgent Care

We have also trialled the use of the iPad kiosk to run an Urgent Care Survey.

98 patients took part and although we are unable to provide details of gender, age or ethnicity of those patients, it was open to anyone who used the surgery during the week that the survey was run.

Full results can be found on our website.

Action Plan

We are very grateful to the patients that have taken time to give us feedback this year and the most important part of gaining feedback from service users is to act upon those findings.

The full action plan can be found on our website.

Heartfelt Project

Alongside our Friends and Family survey which is ongoing, we are on behalf of B&NES CCG running a Friends and Family survey aimed at patients who have a heart condition. The idea is to measure their level of satisfaction across a whole pathway of care. The project involves 9 Practices within B&NES, Siron Heart Failure Nurse Specialists and the RUH.

The data will be used to see how well services are currently performing and how they can be improved in the future. It is hoped that the electronic devices used in the survey will enable us to spot problems sooner so that we can act more quickly to resolve issues and improve the services on offer.

This project is due to finish at the end of May and a full report will be published.