

**Dr Jones and Partners  
Burbage Surgery  
Tilton Road  
Burbage  
Leics  
LE10 2SE**

**And**

**Burbage Surgery Patient Participation Group**

**March 2014**

# Burbage Surgery Patient Participation Report

## March 2014

### Practice Information:

[www.burbagesurgery.co.uk](http://www.burbagesurgery.co.uk)

#### Doctors:

Dr. D. A. Jones	MBChB, FPCert (Female)
Dr W M Turner	MBChB, DFFP, DPD (Male)
Dr S M Vincent	MBChB, DRCOG, DFFP, MRCGP (Male)
Dr P C Thomason	MBChB, MRCGP, DipENT (Male)
Dr R Turner	MBChB, MRCP, MRCGP, DFFP (Female)

#### GP Registrars:

Dr M Mussa (Male), Dr C Saroja (Male), Dr A Choudhry Female)

**Practice Manager:** Wendy Shaw

#### Surgery Opening Times and Contact Details

**Burbage Surgery, Tilton Road, Burbage, Leics LE10 2SE**

**Tel: 01455 634879/ 0844 477 1883**

**Fax: 01455 891264**

**From abroad:**

**Tel: 0870 4588178**

Monday	8.00 am to 6.15 pm
Tuesday	8.00 am to 6.15 pm
Wednesday	8.00 am to 6.15 pm
Thursday	8.00 am to 6.15 pm
Friday	8.00 am to 6.15 pm

Dispensary: Monday to Friday 08.30 am to 12.30 pm,  
2.00 pm to 6.00pm

Office Hours Monday to Friday 9am to 6.00 pm

**Wolvey Surgery, 7 The Square, Wolvey, Leics LE10 3LJ**

**Tel: 01455 221331/0844 477 1889**

**Fax: 01455 221332**

**From abroad:**

**Tel: 0870 4588179**

Tuesday, Wednesday and Fridays	8.30 am to 12.30 pm
Monday and Thursdays	2.00 pm to 6.00 pm

#### Sapcote Surgery

Tuesdays 12.00 noon

Sharnford  
Tuesdays

11.00 am

### **Out of Hours Provider – Emergencies only**

This is currently provided by Leicestershire County and Rutland Community Health Services who can be contacted by ringing 111.

### **Practice Profile:**

The practice presently has a total practice population of 9993, split 4969 Male and 5024 Females. ([See Appendix 1](#))

#### **Percentage splits (rounded)**

0 to 5	5.83%
6 to 45	45.10%
46 to 64	26.6%
65 to 74	12.45%
75 – 84	6.880%
85 – 94	2.98%
95+	0.16%

#### **Summary**

0 to 64	77.5%
65+	22.5

#### **Ethnicity splits ([See Appendix 2](#))**

White British/White	93.1%
Other ethnicity	6.9%

## History of Burbage Surgery PPG

Burbage Surgery Patient Participation Group was formed in 2005 by Dr P Thomason GP and Wendy Shaw, Practice Manager. The practice was actively seeking interested patients who might be willing to be part of the patient participation group. When the group was initially formed, membership consisted of 10 patients. Representation was from patients living in Hinckley, Burbage, Sapcote/Sharnford and Wolvey. At that time there was no structured selection process, as the objective was to form the group with any patients, irrespective of their age or gender. However, there was always a longer term objective to have ethnic representation and members from all villages/areas covered by the practice.

PPG Profile

Age	Sex	Ethnicity
42	Female	Indian
45	Female	Black Carribean
76	Female	White British
77	Female	White British
65	Female	White British
70	Female	White British
62	Female	White British
75	Male	White British
77	Male	White British
67	Male	White British
64	Male	White British

The PPG is now well established and in its 9<sup>th</sup> year, holding regular monthly meetings. The group is affiliated to the National Association for Patient Participation and is a registered charity. It is active in fundraising for surgery equipment, holding charity golf days and fashion shows. Equipment donated to the surgery by the PPG to date includes two defibrillators, a waiting room BP monitor children's play equipment and higher seats for the waiting area. The group also work with the practice to produce a quarterly newsletter that is distributed by the Local Rock. This informs patients of practice developments and PPG activities. There are now 11 members in the PPG, including 2 of the original group. 2 of our group are of ethnic origin and there is still representation from Wolvey where we have a permanent branch surgery. The group would welcome interest from patients living in other villages. There are 7 female and 4 male members with an age range of between 42 and 77. The group would also welcome representation from patients aged between 18 and 40.

## **Survey Process**

Priorities were set at one of the PPG monthly meetings after discussion with Dr Simon Vincent and Wendy Shaw. The key priorities of the survey were clinical care, access, customer care and premises.

A sub group of the PPG was formed to work on the survey. Questions around the aforementioned topics were discussed and agreed with Dr Vincent and Wendy Shaw. The format of the survey was then put together by the sub group and the final version approved by the practice and the rest of PPG members. ([Appendix 3](#))

The survey was publicised in the quarterly newsletter preceding the survey period to raise patient awareness. 750 surveys were photocopied and issued to patients by members of the PPG during daily surgeries over a period of a 2 month period (October/November 2013) and during Saturday flu clinics. Surveys were also available on the reception desk for patients to complete when PPG representatives were not there. Completed surveys were placed in a sealed box on the reception desk.

## **Survey results**

Out of 750 surveys, 419 were returned giving a response rate of 56%. Analysis of survey results was carried out entirely by members of the PPG in December 2013. The survey results were discussed at a partners meeting and at the PPG monthly meeting on Monday 3<sup>rd</sup> March 2014 ([Appendix 4](#)). Responses to all questions and individual comments were taken into consideration by both PPG and practice representatives when agreeing the action plan. The PPG acknowledged that some of the suggestions could not be implemented until after the premises had been developed and all were agreeable to the plan.

## **Contractual considerations to the agreed actions**

It has been agreed to terminate the 084 telephone number for both sites over the next 3 months.

The surgery will not be renewing the existing website contract that is due to expire on 31<sup>st</sup> March 2014

## **Action Plan 3<sup>rd</sup> March 2014**

### **TELEPHONES:**

- a) Terminate the 084 Telephone number by 30<sup>th</sup> June 2014
- b) Review the greeting on the telephone system.

### **TOUCH SCREEN SELF CHECK IN**

Provision of a Touchscreen self-check in system at Burbage Surgery

### **SURGERY WEBSITE**

The existing contract will not be renewed after its expiry on 31<sup>st</sup> March 2014. The practice will replace this with a self-managed system

### **PREMISES**

Continue to seek opportunities to develop the premises

### **RECEPTION STAFF**

All Reception Staff to attend an enhanced Customer Care Course by December 2014.

### **PPG MEMBERSHIP**

Encourage younger members on to the PPG in order

The practice will complete all of the above actions by 31<sup>st</sup> March 2015

Survey results and the action plan will be published on line through a link on the surgery website with hard copies available in the waiting areas of both surgeries.

The surgery and the PPG committee would like to thank all patients who gave up their time to complete questionnaires and who made comments and suggestions to help improve the service offered by the surgery.

Our Patient Participation Group provides a valuable interface between patients and the surgery and works collaboratively with the Doctors and Practice Manager. The surgery actively encourages the group to become involved in the shaping of services offered by the Practice. The PPG would be keen to hear from any patient who may be interested in the joining the group. Please contact Wendy Shaw, Practice Manager at the surgery for further information.

The Partners would like to thank all members of Burbage Participation Group for their commitment and continued support.

## Appendix 1

### GP Capitation Report

Period Ending 12 Mar 2014

GP: Totals

Health Authority: Leicestershire

Practice: The Burbage  
Surgery

Age Range	Male	Female	Total
0 - 5	282	283	565
6 - 45	2114	2077	4191
46 - 64	1202	1181	2383
65 - 74	568	552	1120
75 - 84	277	334	611
85 - 94	94	176	270
95+	1	7	8
Total	4538	4610	9148

Prepared on: 12 Mar 2014

### GP Capitation Report

Period Ending 12 Mar 2014

GP: Totals

Health Authority: Warwickshire

Practice: The Burbage  
Surgery

Age Range	Male	Female	Total
0 - 5	6	12	18
6 - 45	175	142	317
46 - 64	140	136	276
65 - 74	62	63	125
75 - 84	40	37	77
85 - 94	8	20	28
95+	0	4	4
Total	431	414	845

Prepared on: 12 Mar 2014

## Appendix 2

### Ethnicity Report (Des Reports / Ethnicity and First Language)

Ethnicity	Patient Count	Percentage of the total
(9S1..) White - ethnic group	212	16.3 %
(9S6..) Indian	6	0.5 %
(9S7..) Pakistani	1	0.1 %
(9SB..) Other ethnic, mixed origin	5	0.4 %
(Xa8Es) Race	1	0.1 %
(XaE4B) Ethnic group not given - patient refused	8	0.6 %
(XaFwD) White British	203	15.6 %
(XaFwF) Other white ethnic group	2	0.2 %
(XaFwy) Other black ethnic group	1	0.1 %
(XaIB5) Black Caribbean and White	1	0.1 %
(XaJQv) British or mixed British - ethnic category 2001 census	482	37.1 %
(XaJQw) Irish - ethnic category 2001 census	2	0.2 %
(XaJQx) Other White background - ethnic category 2001 census	40	3.1 %
(XaJQy) White and Black Caribbean - ethnic category 2001 census	11	0.8 %
(XaJQz) White and Black African - ethnic category 2001 census	2	0.2 %
(XaJR0) White and Asian - ethnic category 2001 census	6	0.5 %
(XaJR1) Other Mixed background - ethnic category 2001 census	6	0.5 %
(XaJR2) Indian or British Indian - ethnic category 2001 census	27	2.1 %
(XaJR3) Pakistani or British Pakistani - ethnic category 2001 census	1	0.1 %
(XaJR5) Other Asian background - ethnic category 2001 census	3	0.2 %
(XaJR7) African - ethnic category 2001 census	3	0.2 %
(XaJR8) Other Black background - ethnic category 2001 census	6	0.5 %
(XaJR9) Chinese - ethnic category 2001 census	3	0.2 %
(XaJRB) Ethnic category not stated - 2001 census	252	19.4 %
(XaJRC) English - ethnic category 2001 census	1	0.1 %
(XaJSP) Oth White European/European unsp/Mixed European 2001 census	1	0.1 %
(XaJSS) Arab - ethnic category 2001 census	1	0.1 %
(XaQEa) White British - ethnic category 2001 census	13	1.0 %

## Appendix 3

### **BURBAGE SURGERY PATIENT PARTICIPATION GROUP**

### **2013 Survey**

#### **Introduction**

The purpose of this survey is to collect the views of the users of Burbage Surgery (which also includes Wolvey, Sapcote and Sharnford surgeries) about a few key topics. All surgeries in the UK are being asked to survey patients in this way.

#### **How to complete the survey**

- Please use a black or blue pen. Some questions require you to **circle** your response, and some give the opportunity to write your answer in your own words. Please write clearly. We expect that this survey might take you between 10 -15 minutes to complete.
- Your responses are confidential to you.
- When you have completed the survey, post it in the box located in the surgery reception.

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**Which surgery do you use most often?** *Circle the surgery name*

Burbage

Wolvey

Sharnford

Sapcote

Now, complete the rest of the survey thinking about the surgery you use most often.

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*Please turn the page to continue the questions*

**Clinical care**

1. The last time you saw a Doctor/Nurse at the surgery, how good was he/she at each of the following (*Circle the answer that describes your experience for each question below*):

<b>Giving you enough time?</b>	Very poor	Fairly poor	Neither good nor bad	Fairly good	Excellent
<b>Asking about symptoms?</b>	Very poor	Fairly poor	Neither good nor bad	Fairly good	Excellent
<b>Listening?</b>	Very poor	Fairly poor	Neither good nor bad	Fairly good	Excellent
<b>Explaining tests/treatments?</b>	Very poor	Fairly poor	Neither good nor bad	Fairly good	Excellent
<b>Involving you in decisions about your care?</b>	Very poor	Fairly poor	Neither good nor bad	Fairly good	Excellent
<b>Treating you with care and concern?</b>	Very poor	Fairly poor	Neither good nor bad	Fairly good	Excellent
<b>Taking your problems seriously?</b>	Very poor	Fairly poor	Neither good nor bad	Fairly good	Excellent

2. **In general, how satisfied are you with the care you get at the surgery?** *Circle your choice below*

Very satisfied                      Fairly satisfied                      Quite dissatisfied

Very dissatisfied                      Neither satisfied nor dissatisfied

**Appointment System**

**3. How do you normally book your appointments to see a Doctor/Nurse?** *Circle your choice below*

In person      By phone      Online

**4. Which of the following methods would you prefer to use to book an appointment?** *Circle your choice below*

In person      By phone      Online

**5. Since the changes to the appointment system in August, have you used the Open Access system [8am-10.30am, appointment on the day for one problem only], and if so, what are your thoughts on this?**

.....  
.....  
.....  
.....

**If you were not prepared to sit and wait, were you offered a phone call with the Doctor?** *Circle as appropriate*

Yes      No      Not Applicable

**6. If you had tests done, would you prefer test results by phone?** *Circle as appropriate*

Yes      No

**7. If you could not be seen on the next 2 weekdays that the surgery was open, why was that?** *Circle your choice below*

- There were no appointments available
- Times offered didn't suit me
- Appointment was with a Doctor I didn't want to see
- A Nurse was free but I wanted to see a Doctor
- Was offered an appointment at a different surgery
- Any other reason; please state reason
- briefly.....

8. **If you couldn't be seen on the next 2 weekdays that the surgery was open, what did you do instead?**

*Circle your choice below*

Made an appointment for a later date

Visited 'Out of Hours'

Visited A&E (Accident and Emergency)

Visited an NHS walk-in centre

Visited a Pharmacy

Called NHS Direct?

Treated myself

Other; please specify briefly.....

9. **If possible, would you like to be able to book an appointment further in advance?**

*Circle as appropriate*

Yes No

10. **Would you be happy to speak to a doctor on the phone if you were unable to get an appointment to see a doctor in person?** *Circle as appropriate*

Yes No

11. **In the past 6 months, do you feel that telephone access has improved?** *Circle as appropriate*

Yes No

12. **How satisfied are you with the level of customer care offered by the reception staff?** *Circle as appropriate*

Excellent      Very Good      Good      Fair  
Poor

13. **Finally, is there any other comment you would like to make about the Practice? If so, please use the space below**

.....  
.....  
.....

***Thank you for your time. Please now put your completed survey in the box in the surgery reception. The summary results of the 2013 survey will be published in the Local Rock next spring and on the surgery web-site.***

## Appendix 4

### Survey Results

#### BURBAGE SURGERY PATIENT PARTICIPATION GROUP

##### 2013 Survey

Which surgery do you use most often?

Burbage	Wolvey	Sharnford	Sapcote	
389	30	0	0	419

#### CLINICAL CARE

1 - When you last saw a nurse/doctor at the surgery how good was he/she at:

	Very poor	Fairly poor	Neither good/bad	Fairly good	Excellent	Total answers
Giving you enough time	0	7	17	170	223	417
Asking about symptoms	0	5	24	168	219	416
Listening	1	5	23	131	257	417
Explaining tests/treatments	1	7	42	147	217	414
Involving you in decisions	0	10	35	159	206	410
Treating you with care and concern	2	6	26	127	256	417
Taking your problems seriously	4	6	28	118	257	413

2 - In general, how satisfied are you with the care you get at the surgery

Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Quite dissatisfied	Very dissatisfied	
238	118	20	22	14	412

#### Appointment System

3 - How do you normally book appointments to a doctor/nurse?

In person	By phone	Online	
107	305	35	447

**4 - Which of the following methods would you prefer to use to book an appointment**

In person	By phone	Online	
65	249	90	404

**5 - Since the changes to the appointment system in August have you used the open Access System (8 am - 10 :30 am, appointment on the day for one problem only), and if so, what are your thoughts on this? [Details listed at the end of the Survey](#)**

**If you were not prepared to sit and wait, were you offered a phone call with the Doctor?**

Yes	No	Not Applicable	
78	33	217	328

**6 - if you had tests done, would you prefer test results by phone?**

Yes	No	
236	128	364

**7 - If you could not be seen on the next two weekdays that the surgery was open, why was that?**

No appointments available	Times offered did not suit	Appointment was with a doctor I didn't want to see	Nurse available but I wanted to see a doctor	Was offered appointment at different surgery	
113	26	48	2	11	204

**8 - If you could not be seen on the next two weekdays that the surgery was open, what did you do instead?**

Made an appointment for later date	Visited 'out of hours' service	Visited A&E	Visited NHS walk-in centre	Visited a pharmacy	
140	9	4	3	9	198

**9 - if possible, would you like to be able to book an appointment further in advance?**

Yes	No	
331	40	371

**10 - Would you be happy to speak to a doctor on the phone if you were unable to get an appointment to see a doctor in person?**

Yes	No	
357	44	401

**11 - In the last 6 months, do you feel that telephone access has improved?**

Yes	No	
199	148	347

**12 - How satisfied are you with the level of customer care offered by the reception staff?**

Excellent	Very Good	Good	Fair	Poor	
101	136	109	64	8	418

**13 - Finally, is there any other comment you would like to make about the Practice and if so, what are your thoughts on this? [Details listed at the end of the Survey](#)**