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Ilkley Moor Medical Practice

Patient Participation Direct Enhanced Service (DES) for GMS contract 2013/14

Patient Survey 2013/14 – Final Report

A. A description of the profile of the members of the PRG

The current IMMP patient council has a high average age and in the main consists of retired members of our population; the group has lost contact with the two previous school members from Ilkley Grammar School. The current membership (physical council) consists of 14 active members. The practice attends the council meetings with a GP Partner, Practice Business Manager and least one other member of staff which is normally the Office Manager.

Number aged less than 50 = 0

Number aged 51-60 = 1

Number aged 61-70 = 4

Number aged 71 and over = 9

B. The steps taken by the contractor to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the contractor took in an attempt to engage that category.

The current council membership reflects the local the patient population to a large extent, at 1st Jan 2014 21.5% of registered patients were 60 or over and 31.6% over 50. However the practice recognises the need to bring a younger element to the group. The practice has already partially addressed this issue through the creation of the virtual council, which enables those people unable to be present at the meetings to have a voice. Despite the loss of the two school members from previous years the practice has made other contacts with Ilkley Grammar in an attempt to attract replacements. As recent as February 2014 interest has been received from a student of the school who will hopefully become a new member of the council in the near future. In the November 2013 meeting 3 new patients attended in a taster/observer session and agreed to join the council immediately afterwards.

The practice uses every opportunity to promote the patient council including

- Leaflet included in all 'New Patient Packs' for all new patient registrations
- Advertises in local press
- Stall at Health Awareness Day's
- Presence and notices at local community projects, community centre, churches, library etc
- Promotion of group on practice website and Promotion on group's notice board within the practice
- Printout/introduction included in all new registration packs

Despite these efforts 46% of patients still reported being unaware of the patient council's existence. In order to further address this issue the practice has allocated part of a recently secured bid for non-recurrent funding to increasing the profile of the patient council on the practice website, and the through a new information TV system to be installed in March 2014.

There has also been some transition this year within the practice and the council itself, in November 2013 the practice employed a new Practice/Business Manager and in January 2014 a new Chair of the patient council was elected. Both are committed to maintaining the current high level of engagement that exists between the council, the practice and its patients.

C. Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey

The practice and the council have been working together since 2003 to improve the access and quality of care for patients in Ilkley. Through the annual surveys and bi-monthly patient council meetings the practice has developed a good understanding of the current issues for patients. For this year's survey some fine tuning was necessary, examples include questions around CQC outcomes and Information Governance.

The following key themes were identified

Theme	Why?
Access to appointments	Measure satisfaction with current capacity / comparison with 2013
Service Levels	Measure patient satisfaction in different areas of the service
Patient Data Confidentiality	Measure compliance on Information Governance
Awareness of Patient Council	Measure awareness levels with practice population
Awareness of Health Talks	Measure effectiveness of promotion in this area

D. The manner in which the contractor sought to obtain the views of its registered patients

The practice used a combination of media for the survey. An electronic version was published via the survey monkey tool, with patients linking to this via the practice website. A hard copy survey was also used in recognition that a high percentage of the patient population may not use the internet. Patients visiting the surgery were encouraged to either take a manual copy of the survey or were directed to the internet link. The survey ran from mid December 2013 until the end of January 2014, during this period 268 patients completed the survey.

Age profile of respondents - 2013/14 patient surveys

Age Range	Under 16	17 - 24	25 - 34	35 - 44	45 - 64	65 - 74	75 - 84	over 85	Skipped	Total
Number Responded	0	9	18	37	72	55	39	11	27	268
%age of total	0%	3%	7%	14%	27%	21%	15%	4%	10%	100%

Gender profile of respondents - 2013/14 patient surveys

Gender	Male	Female	Skipped	Total
Number Responded	101	131	36	268
%age of total	38%	49%	13%	100%

Ethnicity profile of respondents - 2013/14 patient surveys

Ethnicity	White British	Other	Skipped	Total
Number Responded	205	8	55	268
%age of total	76%	3%	21%	100%

E. Details of the steps taken by the contractor to provide an opportunity for the PRG to discuss the contents of the action plan

The initial findings from the survey were presented to the patient council meeting on 15th January 2014, at this meeting the following timetable was agreed with the council members.

- | | |
|--|-----------------------|
| • Present key findings to Patient Council | Mid Jan 2014 |
| • Patient council review & Feedback | End Jan 2014 |
| • Produce action plan and report | Mid Feb 2014 |
| • Distribute report and action plan to patient council | End Feb 2014 |
| • Agree final report and priority actions with patient council | March Council Meeting |
| • Publish actions and subsequent achievements | End March 2014 |

It was recognised by all at the January meeting that the process would have benefited from an earlier start, and that the practice and patient council would work together on this for 2014/15.

- F. Details of the action plan setting out how the findings or proposals arising out of the local practice survey can be implemented and if appropriate, reasons why any such findings or proposals should not be implemented

[The action plan developed from the survey is detailed in appendix 1](#)

With regard to the key themes the following points were identified

Access to appointments - Statistically the responses were positive

Opening hours	83% (219 responses) rated good, very good or excellent
Pre-bookable availability	71% of patients who tried got an appointment more than 2 days in advance
Ability to get through by telephone	92% of patients rated fair to excellent

This level of positivity was not fully evidenced in some of the comments received. Of the 58 comments made about the practice 10 of those related to the dissatisfaction with telephone appointment access at 8am and the lack of pre-bookable appointments.

The practice currently has 8 phone lines and it is felt that this is the right balance for the number of staff available to respond to calls. In the last few months the practice has conducted an analysis on appointment capacity and is now forecasting a minimum of one month in advance to identify capacity shortages earlier and take necessary action.

Whilst this forecasting is at an early stage it is foreseen that this will enable a greater number of pre-bookable appointments to be created in the future. Online appointment booking continues to be one of the biggest opportunities to relieve the pressure on telephone access. While the practice recognises that an increase in pre-bookable appointments is critical to the success of online booking, the fact that only 42 respondents (16%) had used the facility suggests that further awareness activity and possibly some training/user guides for patients should be considered.

Service Levels

Statistically the evidence suggests that patients are overall very happy with the service they receive from the practice. The percentage of respondents rating fairly or very satisfied with the service from different areas of the practice is shown below;

Service of GP =	88%	Receptionist =	97%
Service of Nurse =	95%	Other Service =	85%

With regard to comments from the surveys 6 of the 58 comments received indicated dissatisfaction with either administrative or clinical staff/processes, while around 20 comments pointed to good or excellent levels of service. These comments both positive and negative will be further explored to identify areas for improvement.

Patient Data Confidentiality

Two questions in the survey focused on patient's views on how the practice dealt with their confidential information.

The first question (question 14 on the survey) asked if patients felt the practice handled third party requests for information effectively. 7 of the 214 respondents to this question were dissatisfied with the level of service in this area.

The second question asked how satisfied patients were with regard to the handling of their confidential data. 5 of the 231 respondents to this question were dissatisfied with the level of service in this area.

While overall the results of these questions show the practice in a positive light it is recognised that even one incident in this area is potentially damaging. While it's not possible to explore these specific cases, some of which may be a reflection of frustrations with the wider health service as opposed to the practice specifically, the practice will look at the current training and awareness programmes for staff. This is increasingly relevant given the latest care data initiative.

Awareness of Patient Council

As alluded to previously in this report increasing the awareness of the patient council remains a constant challenge. The practice will continue to work with the council to address this using the methods highlighted in section B of the report.

Awareness of Health Talks

The practice places an emphasis on health promotion and self care, and continues to provide and host health information talks on various subjects. In the past attendance at these talks has been unpredictable, and the results of the survey showed that while 43% of respondents were aware that these talks occurred, less than 10% had attended any. The practice will continue to review the promotional strategies around these talks, the relevance of the subject matter to the patient population, and work with the patient council on reaching a wider network (i.e. U3A). The next talk to be hosted at the practice is on Mental Health in April 2014.

G. A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey

[The copy of the results from the report and all patients comments are detailed in appendix 2](#)

H. H. Details of the action which the contractor

- and, if relevant, NHS England (or other appropriate organisation where such functions may have been delegated), intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local practice survey; and

The final report and action plan was discussed at the March PPG meeting, in this meeting it was agreed to focus on two key areas for 2014/15.

1 – Reducing the pressure on telephone appointment booking at 8am and increasing the number of online pre-bookable appointments

2 – Increasing the levels of communication and awareness among the patient population e.g.

- The workings of the practice (protocols)
- Performance of the practice (non-attendance / available appointments / waiting times etc)
- Self Care and Health Awareness advice.

- Where it has participated in the DES for a year (1 April - 31 March), or any part thereof, ending 31 March 2013, has taken on issues and priorities as set out in the Local Patient Participation Report

[The updated action plan for 2012/13 is detailed in appendix 3](#)

- the opening hours of the practice premises and the method of obtaining access to services throughout the core hours

Appointments are available to book on-line, via telephone or directly at reception subject to availability. The practice holds a minor ailments session each morning with an increased number of shorter appointments. In addition each afternoon the practice has an on-call doctor that deals with on the day telephone and face to face urgent appointments and urgent visits. Nurse clinics and other enhanced services are booked in the same way as regular GP appointments with the exception of the Musculo-Skeletal Service which has a dedicated administration team and separate phone line.

Current Consulting Times (Nurses and GP's)

07:30 - 19:30	Mondays/Wednesdays	GPs and Nurses
07:30 - 19:30	Tuesdays	Practice Nurses
07:30 - 18:00	Thursdays	GPs and Nurses
08:00 - 18:00	Fridays	GPs and Nurses

- I. Where the contractor has entered into arrangements under an extended hour's access scheme, the times at which individual healthcare professionals are accessible to registered patients.

See above for accessible consulting times

Appendix 1 – 2013/14 action plan

**ILKLEY MOOR MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP LOCAL SURVEY – ACTION PLAN 2013/14**

No	Question	Responses (Summarised)	Actions	Lead
1	How do you rate the hours that your GP surgery is open for appointments	83% of patients thought good, v good or excellent 15% thought fair and 2% poor or v poor	We will continue to monitor patient feedback with a view to maintaining the current standard of access.	Practice/patient council
2	If appropriate, what additional hrs would you like the surgery to be open	35% of patients were satisfied. 42% of patients would like the practice to be open at weekends and 29% would like evening appointments	While there are no immediate plans to hold weekend surgeries we have a constant dialogue with the CCG and other practices in our area on improving access for patients. One example is the recent submission of an expression of interest for the Prime Ministers Challenge Fund. This EOI has been submitted in collaboration with all 17 practices in the AWC CCG area and is focused on increased access for patients.	Practice/patient council
3& 4	In the past 6 months have you tried to book an appointment with any Doctor more than 2 full working days ahead. Last time you tried were you able to get an appointment with any Doctor more than 2 full working days in advance.	41% of patients had tried to book an appointment and 71% of those had been given an appointment more than two working days ahead	We are continually looking at ways to optimise capacity and will do so again in the coming year in an effort to release more pre-bookable appointments. The practice is forecasting capacity and demand on a monthly basis. This allows early actions to be taken to increase number of appointments, optimise GP rotas, and employ extra resource when required.	Practice/patient council






No	Question	Responses (Summarised)	Actions	Lead
5	How long do you usually have to wait at the surgery after your appointment time for your consultation to begin? And how do you feel about this?	<p>67% of patients waited 10 minutes or less and 31% of patients waited between 11 and 20 minutes.</p> <p>Less than 2% waited more than 20 minutes for an appointment</p>	The practice had already implemented mid-session blocks to enable GP's to catch up should they run late part way through a surgery. Recent data on waiting times (November 2013) showed the average delay across all GP's in the practice including registrars was 7 minutes. The practice will continue to monitor this data in an effort to improve the waiting time statistics.	Practice
6	How do you rate getting through to the surgery by phone, speak to GP on phone, get test results by phone or speak to the nurse on phone	<p>For the surgery 92% of the respondents thought fair to excellent and 18 poor and v poor.</p> <p>For the GP 75% of respondents thought fair to excellent, 2% thought poor and v poor. 24% had never tried.</p> <p>For results 60% of respondents thought fair to excellent, 2% thought poor and 38% had never tried.</p> <p>For nurses 39% of respondents thought fair to excellent, 2% thought poor and 59% had never tried</p>	We are pleased with the response to access via telephone, yet some of the comments from patients means there is still work to do. We will continue to try and improve in this area especially with regard to improving the awareness and utilisation of on-line booking.	Practice/patient council

No	Question	Responses (Summarised)	Actions	Lead
7	How satisfied are you with the service you get from GP, Nurse, Receptionist and other services?	<p>GP – 98% of respondents were fairly or very satisfied, 1.5% were not satisfied. 0.5% were neither.</p> <p>Nurse – 94% of respondents were fairly or very satisfied, 1% were not satisfied and 5% were neither.</p> <p>Receptionist – 97% of respondents were fairly or very satisfied, 1% were not satisfied and 2% were neither.</p> <p>Other services – 85% of respondents were fairly or very satisfied, 3% were not satisfied and 12% were neither.</p>	We are pleased with the level of satisfaction in our service and will continue to strive to maintain or improve these standards	
8	How do you consider access to the building?	99% of respondents thought fairly easy to very easy and 1% thought not easy.	<p>We are pleased with this response and will continue to monitor patient views on building access.</p> <p>Action: review paving to front exterior – comment from patient that it is not satisfactory.</p>	




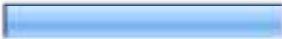


No	Question	Responses (Summarised)	Actions	Lead
9	How clean is your surgery?	99% of respondents thought fairly clean to very clean	The practice has recently agreed an increase in cleaning time with the contractor to maintain these standards. We are pleased with this response and will continue to monitor patient views.	
10	Would you recommend your surgery to someone?	99% of respondents said they would probably or definitely recommend the surgery, 1% said definitely not	We are pleased with this response and will continue to work hard to maintain these levels.	
11	How often do you attend the surgery?	28% regularly 46% occasionally 21% rarely 5% with children		
12	Which method do you prefer to use to book appointments?	19% in person 81% phone 16% online	The majority of patient communication is clearly through telephone and patient satisfaction with this method is high, the practice will however continue to work on promoting greater use of online booking.	
13	Are you aware we have a patient council?	54% yes 46% no	We will continue to work with the patient council to increase awareness in this area. – see report	
14	How satisfied are you that your consent is sought and your wishes respected when the practice receives a request for disclosure of your confidential information (i.e. from solicitors)	65% of respondents were fairly or very satisfied about how this issue was handled, 3% were not satisfied and 32% neither.	We are pleased with this response, however 1 negative response in this area is too many and we will explore how this process can be improved.	

No	Question	Responses (Summarised)	Actions	Lead
15	How satisfied are you with the way in which your practice handles your confidential information	81% of respondents were fairly or very satisfied about how this issue was handled, 2% were not satisfied and 17% neither.	We are pleased with this response, however 1 negative response in this area is too many and we will explore how this process can be improved.	




Appendix 2 – Copy of 2013/14 survey – summary of responses at 20th February 2014

1. How do you rate the hours that your GP is open for appointments?			
		Response Percent	Response Count
Excellent		17.8%	47
Very Good		29.9%	79
Good		35.2%	93
Fair		14.8%	39
Poor		1.5%	4
Very Poor		0.8%	2
answered question			264
skipped question			4




2. If appropriate, what additional hours would you like the surgery to be open?

		Response Percent	Response Count
Early AM		5.3%	13
Lunch time		2.4%	6
Evenings		29.1%	72
Weekends		41.7%	103
Non, satisfied		35.2%	87
Other		1.2%	3
answered question			247
skipped question			21

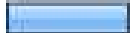




3. In the past 6 months have you tried to book an appointment with any GP more than 2 working days ahead?

		Response Percent	Response Count
Yes		40.6%	104
No		46.1%	118
Can't remember		13.3%	34
		answered question	256
		skipped question	12

4. If so, were you able to get an appointment with any GP more than 2 full working days ahead?

		Response Percent	Response Count
Yes		71.2%	74
No		26.9%	28
Can't remember		1.9%	2
		answered question	104
		skipped question	164

5. How long do you usually have to wait at the surgery after your appointment time, for your consultation to begin?

		Response Percent	Response Count
5 minutes or less		17.1%	44
6-10 minutes		50.4%	130
11-20 minutes		31.0%	80
21-30 minutes		0.8%	2
More than 30 minutes		0.8%	2
		answered question	258
		skipped question	10

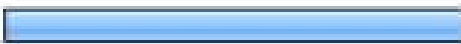



6. Thinking of the times you have phoned the surgery, how do you rate the following:

	Very Good	Good	Fair	Poor	Very Poor	Don't Know	Rating Count
Ability to get through on the phone	31.0% (83)	35.1% (94)	25.7% (69)	5.2% (14)	2.2% (6)	0.7% (2)	268
Ability to speak to a GP on the telephone when you need medical advice	31.1% (82)	33.7% (89)	9.1% (24)	1.9% (5)	0.0% (0)	24.2% (64)	264
Ability to get test results on the telephone	25.0% (66)	26.1% (69)	9.1% (24)	1.9% (5)	0.0% (0)	37.9% (100)	264
Ability to speak to a nurse on the telephone	15.3% (40)	17.2% (45)	6.9% (18)	1.9% (5)	0.0% (0)	58.6% (153)	261
						answered question	268
						skipped question	0

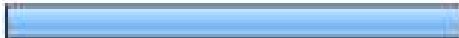
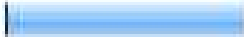


7. In general how satisfied are you with the service you get from:

	Very Satisfied	Fairly Satisfied	Neither	Fairly Dissatisfied	Very Dissatisfied	Rating Count
GP	76.6% (203)	21.5% (57)	0.4% (1)	1.1% (3)	0.4% (1)	265
Nurse	71.7% (177)	23.1% (57)	4.5% (11)	0.8% (2)	0.0% (0)	247
Receptionist	78.5% (201)	18.8% (48)	1.8% (4)	1.2% (3)	0.0% (0)	256
Other Service	66.5% (121)	18.7% (34)	12.1% (22)	1.6% (3)	1.1% (2)	182
				answered question		266
				skipped question		2

8. Do you consider access into the building to be:

		Response Percent	Response Count
Very easy		62.0%	160
Easy		31.8%	82
Fairly easy		5.8%	15
Not very easy		0.4%	1
Not at all easy		0.0%	0
		answered question	258
		skipped question	10

9. How clean is your GP surgery?

		Response Percent	Response Count
Very clean		62.0%	163
Clean		31.0%	84
Fairly clean		5.7%	15
Not very clean		0.4%	1
Not at all clean		0.0%	0
		answered question	263
		skipped question	5

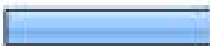
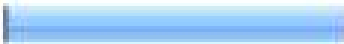
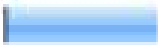

10. Would you recommend your GP surgery to someone who has moved into the local area?

		Response Percent	Response Count
Yes, definately		89.9%	232
Probably		9.3%	24
Definately not		0.8%	2


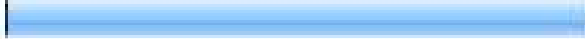
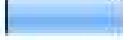
answered question 258

skipped question 10



11. How often do you attend the surgery?

		Response Percent	Response Count
Regularly		27.8%	73
Occasionally		46.4%	122
Rarely		20.5%	54
Mainly with children		5.3%	14
answered question			263
skipped question			5

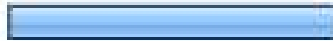
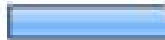
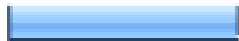


12. Which of these methods do you prefer to use to book appointments? (Tick all appropriate alternatives)

		Response Percent	Response Count
Face-to-face		18.9%	50
Telephone		80.8%	214
On-line		15.8%	42
answered question			265
skipped question			3

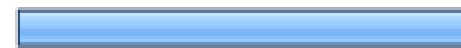
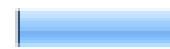



13. Are you aware we have a patient council? (noticeboard located next to main entrance)

		Response Percent	Response Count
Yes		53.8%	140
No		46.2%	120
		answered question	260
		skipped question	8



14. How satisfied are you that your consent is sought and your wishes respected when a request is received which requires the disclosure of your confidential information (i.e from solicitors on your behalf)

		Response Percent	Response Count
Very satisfied		44.4%	95
Fairly satisfied		21.0%	45
Neither		31.3%	67
Fairly dissatisfied		2.3%	5
Very dissatisfied		0.0%	2
		answered question	214
		skipped question	54

15. How satisfied are you with the way in which your practice handles you confidential information?

		Response Percent	Response Count
Very satisfied		60.6%	140
Fairly satisfied		20.8%	48
Neither		16.5%	38
Fairly dissatisfied		1.3%	3
Very dissatisfied		0.9%	2
answered question			231
skipped question			37

16. Are you aware of our regular informative talks?

		Response Percent	Response Count
Yes		43.3%	110
No		56.7%	144
answered question			254
skipped question			14

17. Have you attended any?



		Response Percent	Response Count
Yes		9.7%	23
No		90.3%	215
Please state any suggestions for future talks			8

answered question	238
skipped question	30

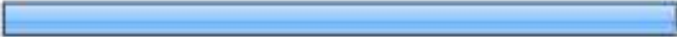

Page 5, Q18. Please use the box below to add any comments or inform us of the type of services you would like to see available from your GP surgery.

1	Ophthalmology Sport injuries clinic Urology investigations	Jan 28, 2014 6:28 PM
2	?	Jan 21, 2014 11:44 AM
3	osteoarthritis, lower back pain	Jan 20, 2014 6:56 PM
4	Pharmacy are not very quick at getting it to your home anymore, easier to go to lloyds.	Dec 30, 2013 7:02 PM
5	Excellent service, easy to access appointments. Friendly receptionist, person centred care	Dec 30, 2013 7:00 PM
6	continuity with gp of choice, on the whole pretty satisfied	Dec 30, 2013 6:49 PM
7	keep up the hard work	Dec 30, 2013 6:36 PM
8	The ability to actually book an appointment with the doctor that you want. Have doctors that actually LISTEN to what you are saying, and do not look bored, or just dismiss what you are saying. You are there to help, not get the patient out as quickly as possible!!!	Dec 18, 2013 12:56 PM




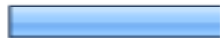



19. Are you?

		Response Percent	Response Count
Male		43.5%	101
Female		56.5%	131
answered question			232
skipped question			36

20. Ethnicity:

		Response Percent	Response Count
White/british		96.2%	205
Other		3.8%	8
answered question			213
skipped question			55

21. Age?

		Response Percent	Response Count
Under 16		0.0%	0
17-24		3.7%	9
25-34		7.5%	18
35-44		15.4%	37
45-64		29.9%	72
65-74		22.8%	55
75-84		16.2%	39
Over 85		4.0%	11
answered question			241
skipped question			27

List of All Comments Received via the 2013/14 Patient Participation Survey

Always excellent in all areas. GP and staff

Ability to get through by telephone @ 8am is v poor – any way to improve this would be good. Ability to see a doctor some evenings/Saturday would improve things too.

Time for paving outside the door was attended to!! It is a disgrace.

More online appointments to be available to book in advance.

Impossible to get through on telephone until 08.15 – 08.20 – then most appointments already booked.

Always found staff very helpful – especially when doing/seeking advice for 92 year old mother for whom I am a carer. Very disappointed that I was given incorrect information by a secretary earlier in the year regarding my blood pressure.

Is it possible not to have to be at the phone as the second clock strikes 8 am? To get an appointment same day? Tried to book an appointment online – could only see the way to cancel an appointment. Do not like the silent screen when doctors summon you. Perhaps better to call personally. If poor sight how can you see?

Am very happy with the Doctors, Nurses and all the office staff as I feel that I am very lucky to have found you when I moved to the area. Thank you all.

I am very happy with Ilkley Moor Medical Practice – maybe an X Ray dept could be useful to reduce waiting times for people wanting early diagnosis

Weekend cover would be a boon. Emergency services do work – sometimes only when requesting an ambulance.(not done frivolously)

Advice from a knowledgeable trusted GP (of the patients history) would be most helpful. Excellent service, easy to access appointments, friendly receptionist, person centred care.

Pharmacy – Pharmacy not very quick in getting to your home anymore. Easier to go to Lloyds

List of All Comments Received via the 2013/14 Patient Participation Survey

As a full time carer I often find it hard to make appointments to fit in with the caring I give.

I am concerned re use of computer to store data. I have just been informed that a note has been on my files from 2004 to say I have had a thrombosis. This is not the case.

Important to be able to see one specific doctor

Last winter we were made to wait over 1 hour for an appointment with my child and when the doctor arrived (late) he didn't see our appointment on the system and we were made to see another doctor. We were offered no apology

Especially on personal issues it gives more confidence to see your "Personal Doctor"

Thanks for your hard work

Receptionists very helpful and polite when trying to book appointments

Sometimes when I ring I am told I cannot request a repeat prescription over the phone and have to come in which is inconvenient. Other times I ring and there seems to be no problem requesting this over the phone for later collection. On one occasion the actual prescription being delivered for me to the pharmacy for the medicine to be collected has been offered which is the best solution of all but I am not clear if this is routinely available.

I think we have an excellent surgery. Dr Hargreaves is our doctor and she is wonderful & deserves a medal! All the doctors I've seen are great & the receptionists I see are so polite. Thank you

Now waiting area screen does not bleep when a new message appears, suspect many patients have to be called. Also if reading continuously have to look up to check screen.

Continuously with GP of choice. On the whole pretty satisfied!

More regular checks on blood pressure

List of All Comments Received via the 2013/14 Patient Participation Survey

Would like to be able to book appointments ahead of time like you used to be able to do and not just on the day, because it's not always possible for the patient to attend appointments that day especially when there is no evening/late surgeries.

I am more than happy the way you run the surgery

Fairly satisfied and very satisfied is too wide a gap on the questionnaire. It is difficult to book an appointment with a named GP on a ? way.

Recently I was told I could not have a booked appointment with a GP for 8 weeks! I appreciate the enormous pressure you are under but this isn't very good

A very good surgery that is always there when needed

Works well for me

Getting through in the early morning by phone is the only real difficulty. It has taken up to 1 ½ hours of frequent phoning recently. Line constantly engaged.

I wrote some time ago about the relatively narrow entrance/exit at the junction of the practice car park with Springs Lane. As I commented it needs widening so that 2 vehicles can pass side by side at the entrance/exit instead of holding up traffic on Springs Lane. I did not receive a reply to my letter addressed to the practice administrator. Can something be done, also about the large pool of water (ice in winter) that forms from time to time near your front door?

Cut out long recorded announcements on telephone when trying to make an appointment. It wastes telephone time and costs money.

Still believe it's better to have a doctor who knows you and your family and their health history. That's why I try to see the same one most of the time. Dissatisfied with the telephone service. We're told to ring at 8am to get an appointment only it's always engaged. When finally get through – often 20 mins later all appointments have gone.

Excellent all round, best surgery there is. No complaints at all.

Excellent service – excellent Practice

List of All Comments Received via the 2013/14 Patient Participation Survey

Always been very good. Only issue is waiting times on occasions – about 50% of appointment times are late by 10 +minutes. However service/staff are great!

Satisfied

Would like to see my own doctor who knows my history and be able to make an appointment in advance and not at 8am by phone. I like to deal with my own doctor other than that I am very satisfied and have no complaints

Realising this is on a personal note – when there were initial discussions about this building being opened, I thought there was to be an audiology section which I would certainly appreciate.

Ability to get through by phone at 8am is v poor – any way to improve this would be good. Ability to see a doctor some evenings/Saturday would improve things too.

Excellent flexible service

Excellent service – excellent practice

Very unhappy at the length of time I have had to wait for some medication, fortified drinks recommended by dietician. It took 4 weeks for drinks and 5 weeks for tablets. In this time I have become vitamin, mineral deficient and my hair is falling out. Only got tablets after my husband spoke to the Practice Manager.

Confidential information. My wife told by a practice manager that I had DNA'd several times when I hadn't. Difficult to get prescriptions processed in the way requested. Sent to pharmacy when asked to collect.

Calling at 8am to book an appointment is restrictive. Should be able to call at any time to book. I will book online in future.

Impossible to get through on the phone until 8.15/ 08.20 – then most appointments already booked

I have always received excellent service especially from reception

List of All Comments Received via the 2013/14 Patient Participation Survey

It remains very difficult to get through to appointments at 8am

More online appointments to be available to book in advance

The 8am stampede is farcical. I would welcome a limited weekend service in preference to the present 111 procedure

Generally very satisfied with the service

Please make more appointments for Dr Summers and Dr Watson

I always have difficulty making an appointment as I can only come 5.30 onwards. Difficult to justify time off for something unless it is major.

More opportunities to see specialists at the practice rather than travelling to hospitals eg skeletal-muscle specialist Dr Greenwood – excellent service

A ? continuity of care by one GP during any one incident of illness

Vv good

It is very v difficult for anyone working to see the doctor with the current hours – used to be open Sat am and that was helpful

Good service and care – annual checkups and medication reviews

I should like a resident psychologist or counsellor at the surgery as my husband suffers from mild depression and has lots of issues which could be helped by counselling. We can't afford to go private, but he would so benefit from weekly consultations and would make him a happier person

**ILKLEY MOOR MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP LOCAL SURVEY – ACTION PLAN 2012/13**

No	Question	Responses (Summarised)	Actions	Lead	Progress
1	How do you rate the hours that your GP surgery is open for appointments	86% of patients thought good, v good or excellent 8% thought fair and 5% poor or v poor	We will continue to monitor patient feedback with a view to maintaining current standards	Practice/patient council	
2	If appropriate, what additional hrs would you like the surgery to be open	43% of patients were satisfied. 33% of patients would like us to be open at weekends and 24% would like early, lunchtime and evening appointments	We have no current plans to open at weekends. We have appointments ranging from 8am to 7.20pm including GP and nurse appointments through the week. Need to advertise more.	Practice/patient council	Promotion of opening times exists on website and will be published on new Info TV system to be installed March 2014
3& 4	In the past 6 months have you tried to book an appointment with any dr more than 2 full working days ahead. Last time you tried to were you able to get an appointment with any dr more than 2 full working days in advance.	A high percentage of patients thought they couldn't book in advance	Discussed in staff meeting for staff to inform patients of advance booking options up to 6 months ahead. Advertise more widely ie. Television screen, newsletter, website, patient council.	Practice/patient council	Staff informing patients when they ring up for appointments. Promotion of opening times exists on website and will be published on new Info TV system to be installed March 2014

No	Question	Responses (Summarised)	Actions	Lead	Progress
5&6	How long do you usually have to wait at the surgery after your appointment time for your consultation to begin? And how do you feel about this?	64% of patients waited 10 mins or less. 36% waited 11 mins or longer. 66% of patients thought not too long to wait and 34% thought it was too long.	Communicate to patients more when GPs are running late. Encourage GPs to keep to time. Offer GPs gaps in surgery as catch up time.	practice	Majority of GPs who do have a tendency to run late have now had catch up slots put in. Data on appointment waiting times to be periodically reviewed at practice management meetings 2013-14
7	How do you rate getting through to the surgery by phone, speak to GP on phone, get test results by phone or speak to the nurse on phone	For the surgery out of 343 replies 324 thought fair to excellent and 18 poor and v poor. For the GP out of 341 replies 253 thought fair to excellent and 44 thought poor and v poor. 82 had never tried. For results out of 339 replies 210 thought fair to excellent and 7 thought poor and 122 had never tried. For nurses out of 340 replies 118 thought fair to excellent and 5 poor and 217 had never tried.	We know patients have trouble phoning in at 8am. With advertising advanced appointment booking this may help. Advertise telephone apps more in newsletter and website and on tele screen. Piloting at present test results being sent on patients mobile.	Practice/patient council	Hopefully with advertising the advanced apps for GPs it will free up some of the 8am problems. More work will be done on promoting on-line booking. This will continue to be an area of focus for 2014/15

No	Question	Responses (Summarised)	Actions	Lead	Progress
8	How satisfied are you with the service you get from GP, Nurse, Receptionist and other services?	<p>GP – out of 336, 321 were very/fairly satisfied, 8 dissatisfied and 7 neither satisfied/dissatisfied.</p> <p>Nurse – out of 310 , 296 were very/fairly satisfied, 5 dissatisfied and 9 niether nor.</p> <p>Receptionist – out of 316, 299 were very/fairly satisfied, 11 dissatisfied and 6 neither nor.</p> <p>Other services – out of 231, 217 were very/fairly satisfied, 7 dissatisfied and 7 neither nor.</p>	Maintain these standards		
9	How do you consider access to the building?	98% thought very/fairly easy and 2% thought not easy.			
10	How clean is your surgery?	100% thought very/fairly clean.	Maintain these standards		
11	Would you recommend your surgery to someone?	85% definitely 13% probably 2% not			

No	Question	Responses (Summarised)	Actions	Lead	Progress
12	How often do you attend the surgery?	28% regularly 50% occasionally 14% rarely 7% with children			
13	Which method do you prefer to use to book appointments?	10% in person 72% phone 18% online	To open up more online bookings		We have opened up more online app bookings averaging 10% of GP slots, we will focus on this area again in 2014-15 as agreed with PPG
14	Are you aware we have a patient council?	66% yes 34% no	Keep on advertising through the telescreen, notice board, new patients packs, word of mouth,		Keep on with the advertising of the patient council as described in 2013-14 report