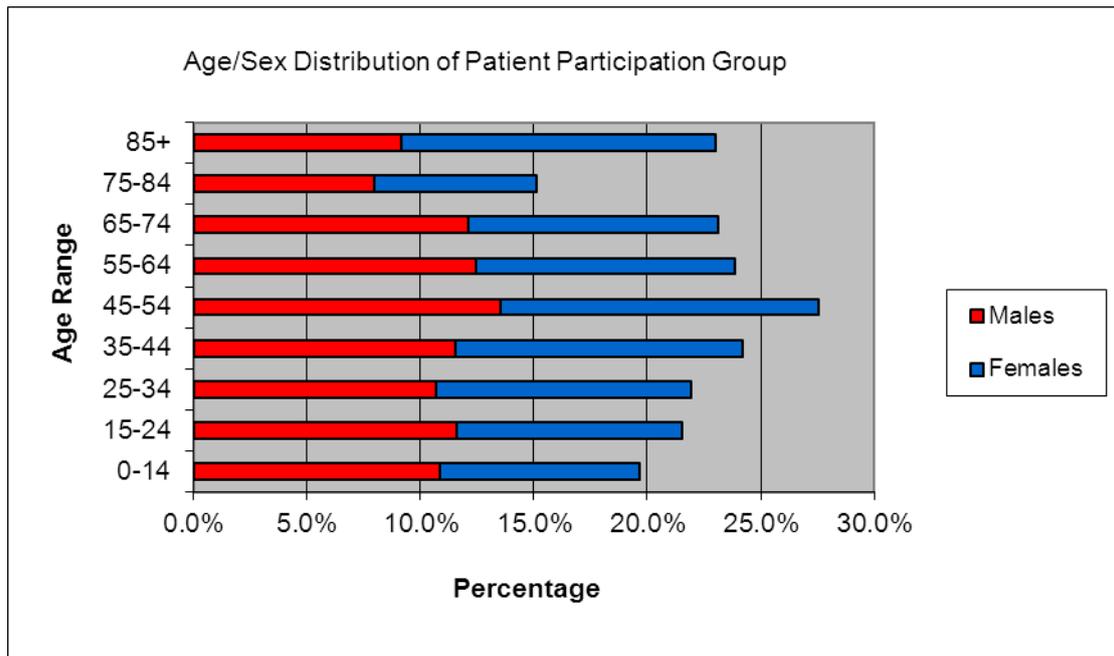


Yelverton Surgery – Patient Survey Report and Action Plan  
**Patient Survey 2017/2018**

**Yelverton Surgery**

Yelverton Surgery covers a large rural area extending from the north of Plymouth across to Dartmeet and Hexworthy in the east and Grenofen to the west. Our list size is currently 7300 patients and is rising steadily. The age and sex distribution of our patients can be seen below:



We began recording the ethnicity of new patients registered at the practice in April 2006. We have ethnicity codes recorded for 27% of our registered patients. Of this 27%, 99% are coded as being White British. The other 1% of patients is made up of various other ethnicities.

**Patient Participation Group**

The practice is keen to learn of ways we can improve the service we provide to our patients and also how our patients perceive our surgeries and staff. To help us achieve this, we set up a virtual patient reference group; a group that would not meet in person but be in contact via email or post as appropriate. Fifty patients were selected by using a random number generator. We only invited patients over the age of 15.

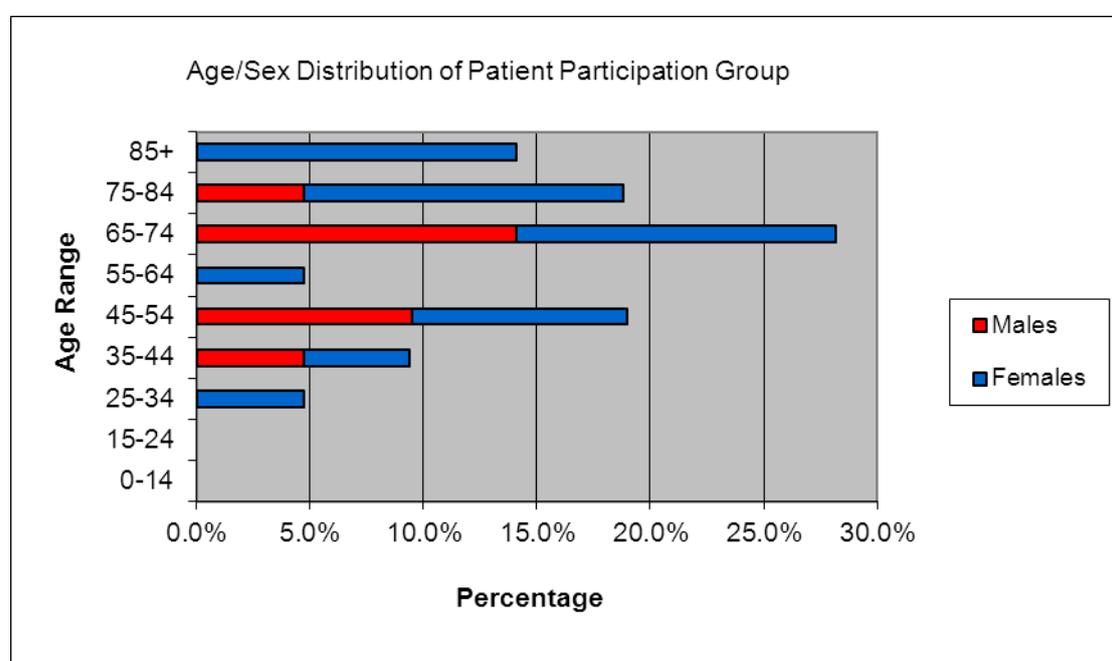
## Yelverton Surgery – Patient Survey Report and Action Plan

A letter was sent to the selected patients explaining the Patient Participation Group and what being a member would entail. A questionnaire was included so that we could ensure the members were representative of the whole practice population. Patients were encouraged to ask a family member or carer to reply on their behalf if they could not reply themselves.

As replies were received, the questionnaires were collated so that we could identify any patient groups that were not represented. We then searched our clinical system for patients in groups that were underrepresented. We also invited the matron and patients of local nursing homes to become members of the PRG.

In total, we received 21 responses including males and females from ages 16 to 73.

The age and sex distribution of the group can be seen below:



The group does not entirely follow our overall patient population. The main imbalance is between males and females and there are no members between the age of 15-24. After the initial response from patients, we did target patients in underrepresented groups but unfortunately no patients were interested in taking part at that time. Unlike last year, no patients in Nursing or Residential homes volunteered to be a member of the PRG despite us inviting them, even if represented by a family member.

100% of the group identified themselves as White British. The members live in a range of areas throughout our catchment, including more rural places such as Princetown. There are people of varying employment, marital and family status as

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well as patients who use the surgery's services often, occasionally or rarely. The PRG includes members of differing levels of health and people who care for someone else.

### **Areas for improvement**

Along with personal information, the questionnaires included some specific topics which relate to the overall experience a patient has when visiting or contacting the surgery:

- **Quality of care**  
Our clinical staff strive to give patients the best possible care and this includes making sure that every patient feels happy about their consultation with a doctor or nurse.
- **Reception quality**  
We understand that our reception team are the first point of contact for every patient and we aim to consistently provide a high quality service.
- **Communication**  
We realise that effective communication with our patients is vital to ensure we provide quality and timely information on patient care and the services available. This may include a variety of methods to suit the different needs of patients.
- **Extended Services**  
In addition to our daily clinics, we offer a number of services which includes family planning, minor surgery, cryotherapy, smoking cessation, carer's checks, Saturday morning clinics for those patients who are unable to attend during the working week.

We asked our PPG members to select three of these areas they thought would benefit from a review. We also asked them to let us know if there were any other areas that they thought were important to review. Having received a steer from our patient group we then compiled a survey that would be completed by a much larger, representative sample of our patients. Four of the areas received a similar number of responses from our members (quality of care, reception, communication and extended services), so questions on each topic were included in our wider survey. The individual comments given by our PPG members were easily incorporated into these areas.

Questions were developed by looking at previous patient surveys and by considering what would be most beneficial to find out from patients in terms of making improvements. A copy of the questionnaire was then sent to our PPG members for their opinions.

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A survey was undertaken during Autumn. Paper copies of the survey were put in the waiting rooms, on the reception desk and taken up to our branch surgery in Princetown. We also gave copies to the local chemist, the midwife and the district nurses so that a wide range of patients was asked their opinions. We received 147 responses.

The full survey results and action points were emailed or posted to every PPG member for their feedback and opinions to help us finalise our action plan.

### **Summary of Results**

Overall we received a very positive response from patients who completed the survey. The full set of results can be seen in the attached document.

Both Quality of Care and Reception were rated highly and showed that the practice has managed to build upon previously excellent survey results.

Access to appointments showed that the majority of patients were able to see or speak to a doctor of their choice. A high percentage of these were seen within 48 hours.

The Communication questions showed that the majority of patients were aware of the variety of methods available and felt that enough information was provided. Patients also thought that the methods available were useful, efficient and informative. There were a number of comments relating to the frequency and availability of the practice newsletter and we aim to address this during the course of the year.

The extended services questions showed that less than half of the patients who completed the survey, had used these services and rated them highly.

The practice was very proud to receive a high number of comments which praise the surgery, the team and the care provided.

*“Exceptional service is provided. We are very lucky to live in this catchment area”.*

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*“ Having moved house several times in different parts of the UK, I think that Yelverton surgery is excellent. I have felt well looked after and cared for during my time at the surgery”.*

*“ I think that the receptionists are very helpful and willing to help you any time of the day and feel that nothing is too much trouble for them”.*

*“I think I’m incredibly lucky to be with this practice”.*

*“The call back system to speak to a doctor (after 8am in the morning) for a health problem is excellent and I cannot speak too highly of this service and it would be a great loss if terminated”.*

*“The practice and its doctors have given me a first rate service from my first heart attack, the second minor one and all care in between. The nurses have been almost exclusively excellent and the receptionists have for the most part also been very good. In summary I owe a great deal to them and I am grateful for the contributions from Yelverton surgery”.*

*“The practice is excellent – one of the best we have ever attended. The care and kindness we receive all the way through is faultless”.*

*“The surgery is excellent and the staff are very pleasant and professional. I think the Saturday morning clinics are excellent for working people who cannot get to normal surgeries”.*

*“We find the practice excellent. The whole practice is very professional from reception, doctors and nurses all so kind, friendly and efficient. It is brilliant and we are all privileged and lucky to have such a service”.*

### **Action Points**

Overall the survey results were very positive. However, the comments we received from patients were really useful in determining areas that need addressing within the practice. Listed below are some examples of the comments received:

- *“More information regarding qualified staff”.*
- *“At the surgery people are standing behind you and not waiting behind the glass partition”.*
- *“Visually all patients would see an efficient notice board showing methods of contacting the surgery – not all use website and I have never seen a newsletter”.*
- *“Would be good to be offered a newsletter when arriving for your appointment”.*

In order to maintain confidentiality, personalised comments have not been included within this report.

## **Action Plan**

- **Information available**

We will aim to include more detailed information in a practice newsletter about members of our team.

A designated information corner has been implemented to include practice information, methods of contacting the surgery and services available to patients. In addition, we have a monthly theme which promotes local and national public health strategies.

- **Confidentiality in Reception**

The practice staff will continue to advise patients to wait behind the glass screen in the reception area to ensure patient confidentiality is maintained. In addition to this, a reminder to all patients will be added to the website and the next edition of the practice newsletter.

- **Newsletters**

Due to constraints within the practice, we have been unable to improve the frequency and availability of the practice newsletter as highlighted in our previous survey's. However, we will endeavour to make newsletters more widely available and we will continue to publish them on the website.

## **Publication**

This report will be published on our website. A hard copy will also be available in the waiting room. If patients wish, they may request their own copy to take away with them. A summary of the results and the action plan will also be included in our next newsletter.

### **Practice Opening Hours**

- The practice is open between 8.00am and 6.00pm Monday to Friday.
- The call-back service is available each morning between 8.00am and 10.00am for medical advice and for appointments required before the first available routine appointment.
- Urgent calls received once the call-back service has finished will be dealt with by the duty doctor.
- Routine appointments can be made up to six weeks in advance.
- Home visits can be requested for those patients who are housebound or seriously ill.
- For all patients living in Princetown and further outlying areas, a branch surgery is held on Monday, Wednesday and Friday mornings as an open surgery from 9.00am until 9.40am on a rota basis for doctors. There are also four bookable appointments from 8.40am.
- Our website enables patients to order prescriptions, cancel appointments and update personal details online.

### **Extended Opening Hours**

- The practice offers a Saturday morning surgery for patients who are unable to attend during the week due to full-time education or employment. These appointments must be pre-booked. The practice nurse also offers a Saturday clinic alongside the GP clinic every 5 weeks.