



**New Street Surgery**  
21 New Street  
Milnsbridge  
Huddersfield  
HD3 4LB  
Tel: 01484 651622

# **New Street and Netherton Group Practice**

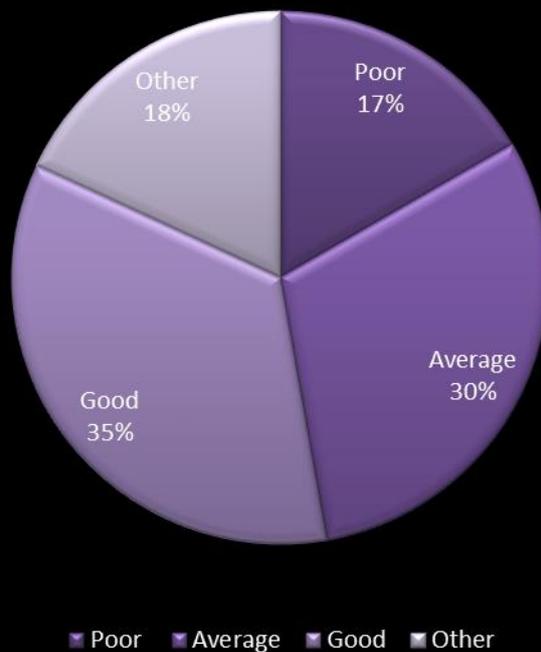
## **Patient Survey March 2014**



**Netherton Surgery**  
327 Meltham Road  
Netherton  
Huddersfield  
HD4 7EX  
Tel: 01484 666050

# QUESTION 1

New Street & Netherton: How do you rate the availability of appointments to see the Doctors, Nurses and the Healthcare Assistant?



## Other:

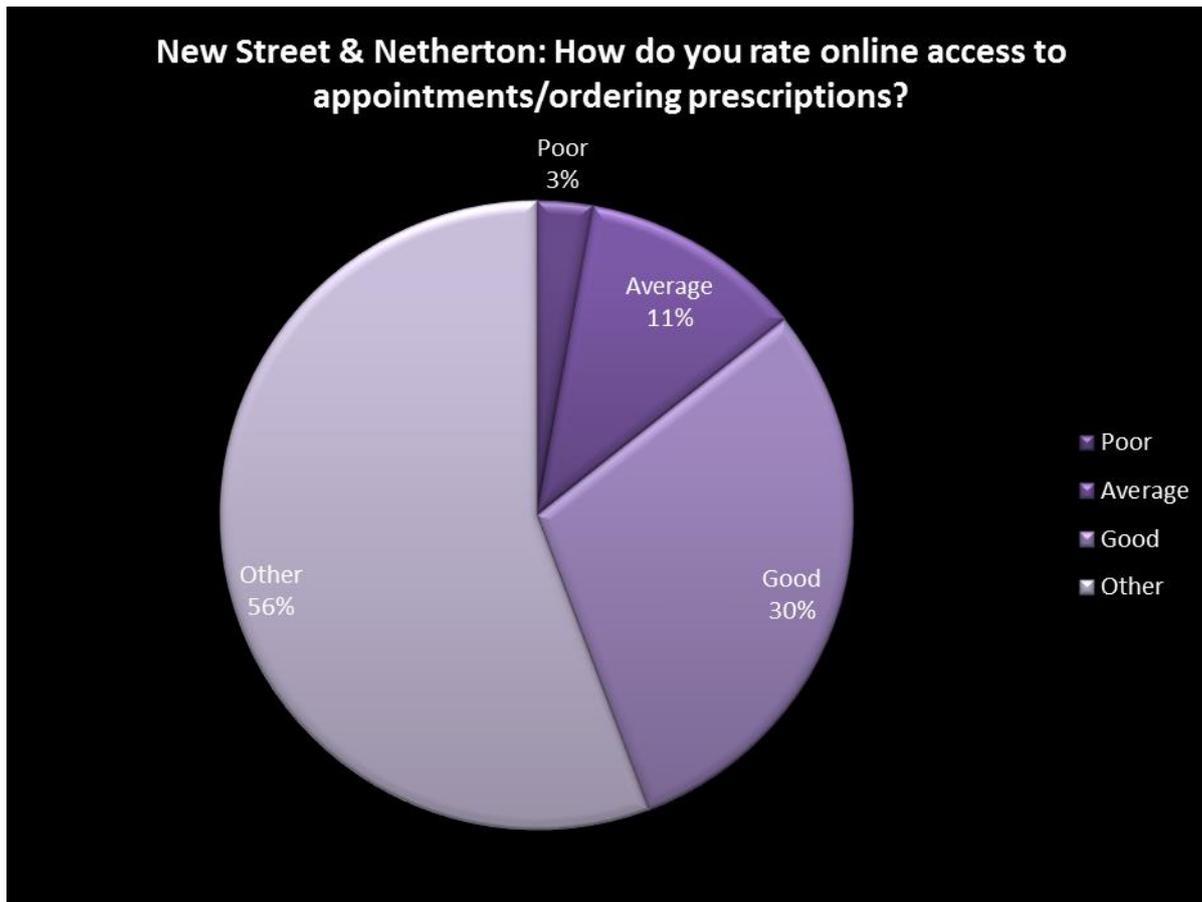
“The choice is good but difficult to access if not on the phone first thing in the morning”

“Excellent” x 2

“Quite often unable to book a same day appointment with phone constantly busy”

“Exemplary”

## QUESTION 2



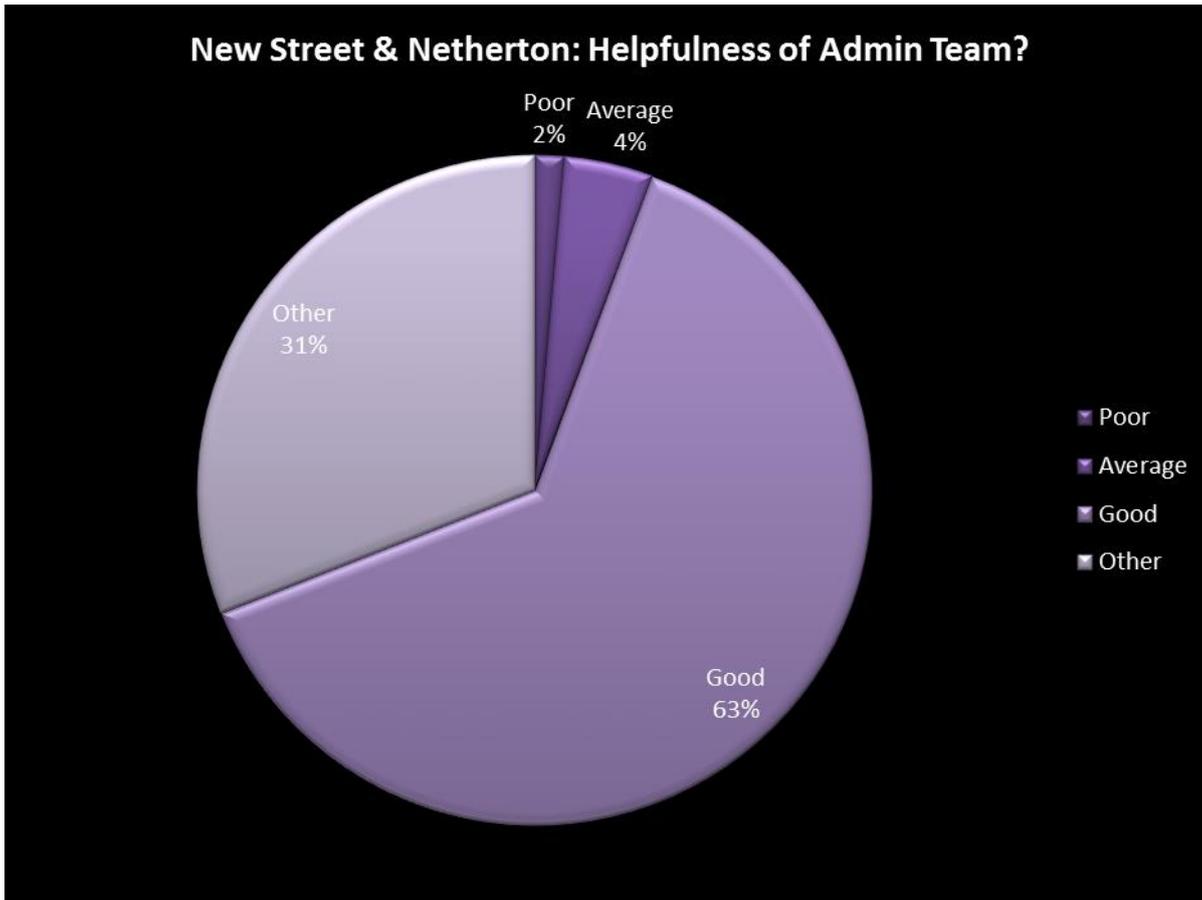
### Other:

“Don’t use/never use”

“You have to have Internet access and it’s not available to me all the time”

“No computer”

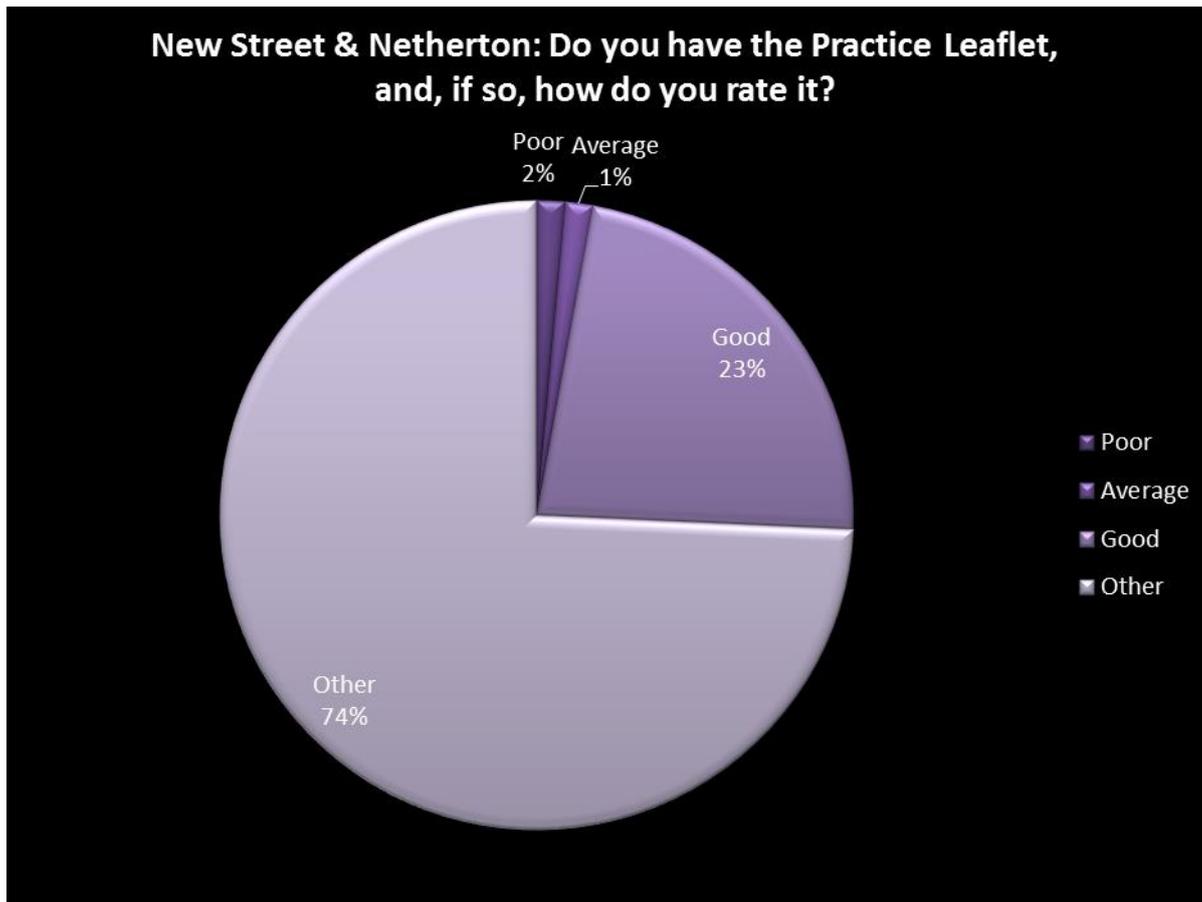
# QUESTION 3



## Other:

“Exemplary”

# QUESTION 4



## Other:

“Not read it”

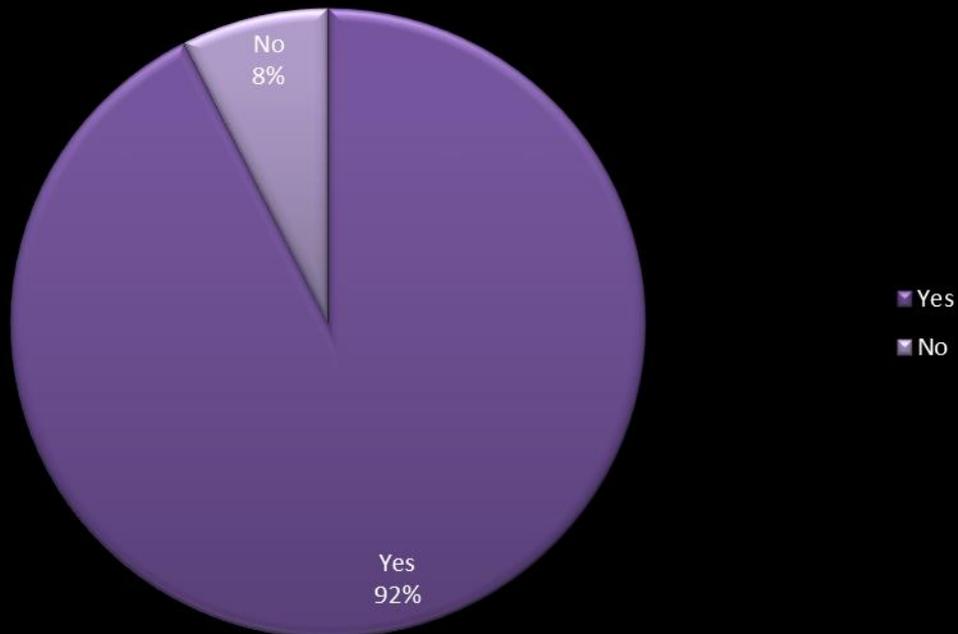
“Very good”

“Not got one” x 3

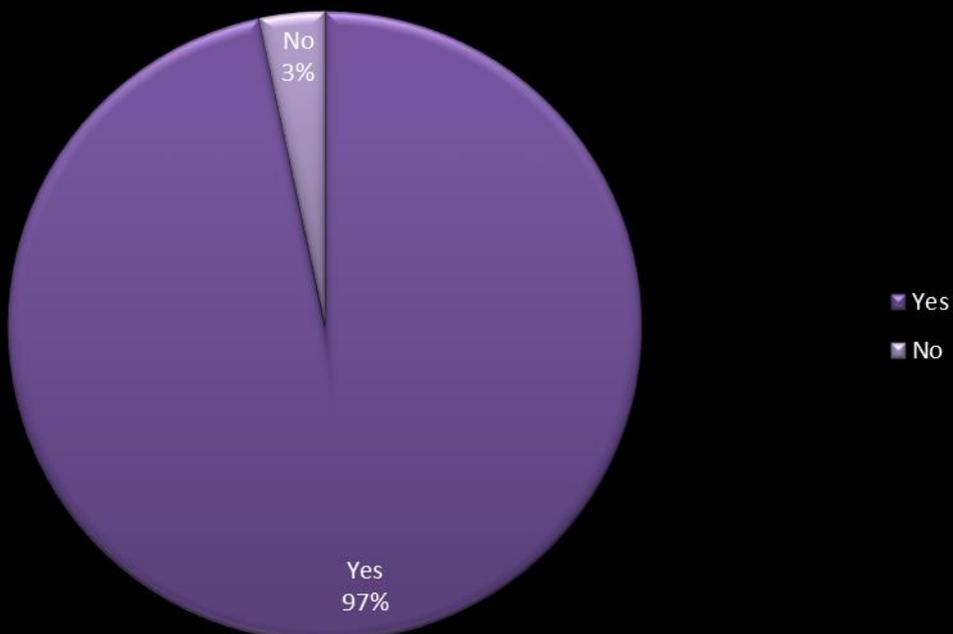
“Don’t know about it”

# QUESTION 5

New Street: Do you think that the Practice premises are adequate?

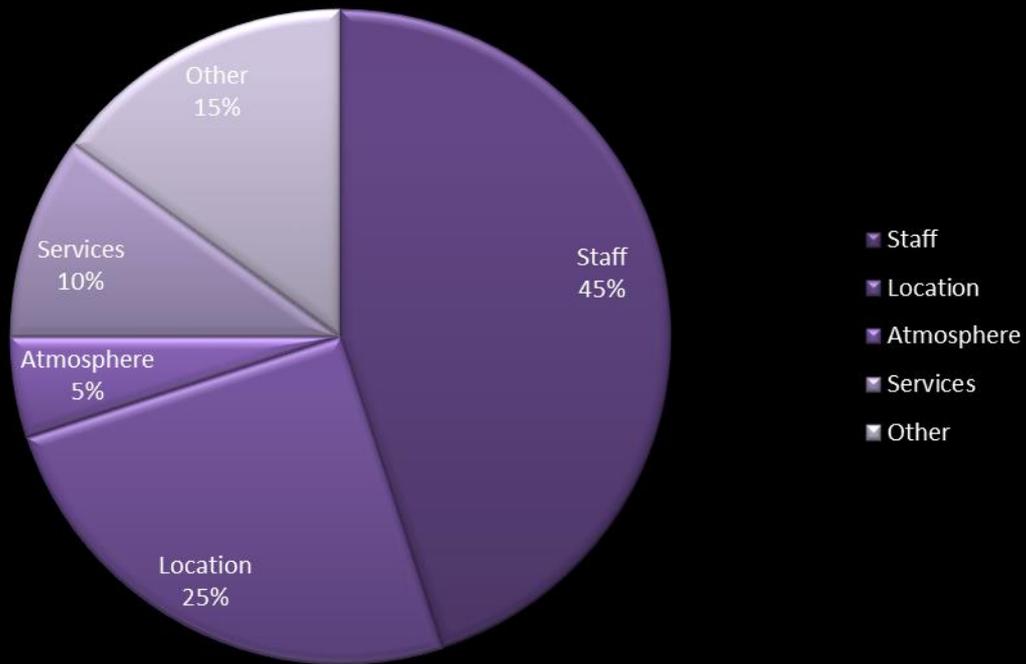


Netherton: Do you think that the Practice premises are adequate?

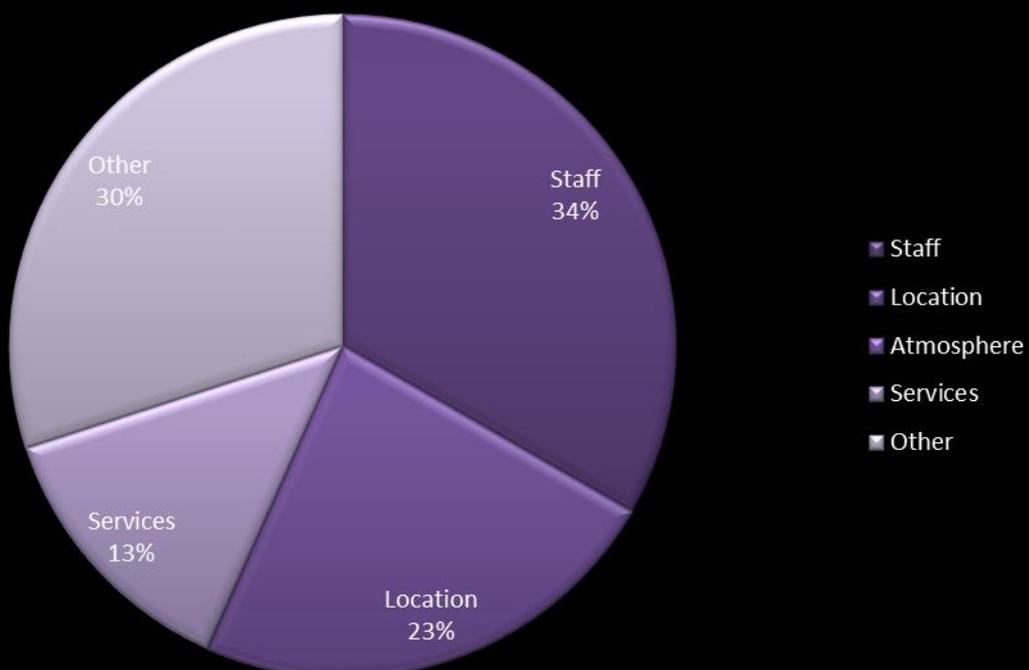


# QUESTION 6

New Street: What do you like best about the Practice?



Netherton: What do you like best about the Practice?



## Other:

“The Doctors” x 3

“Friendliness”

“Near home”

“Ease of ordering repeat prescriptions” x 2

“Doctors been so helpful and nurses always been great”

“Clean, warm and within easy distance”

“Easy to get appointment”

“Doctors actually listen to you rather shrug you off like my previous doctors”

“The services available”

“Been able to access either Netherton or New Street”

“Virginia”

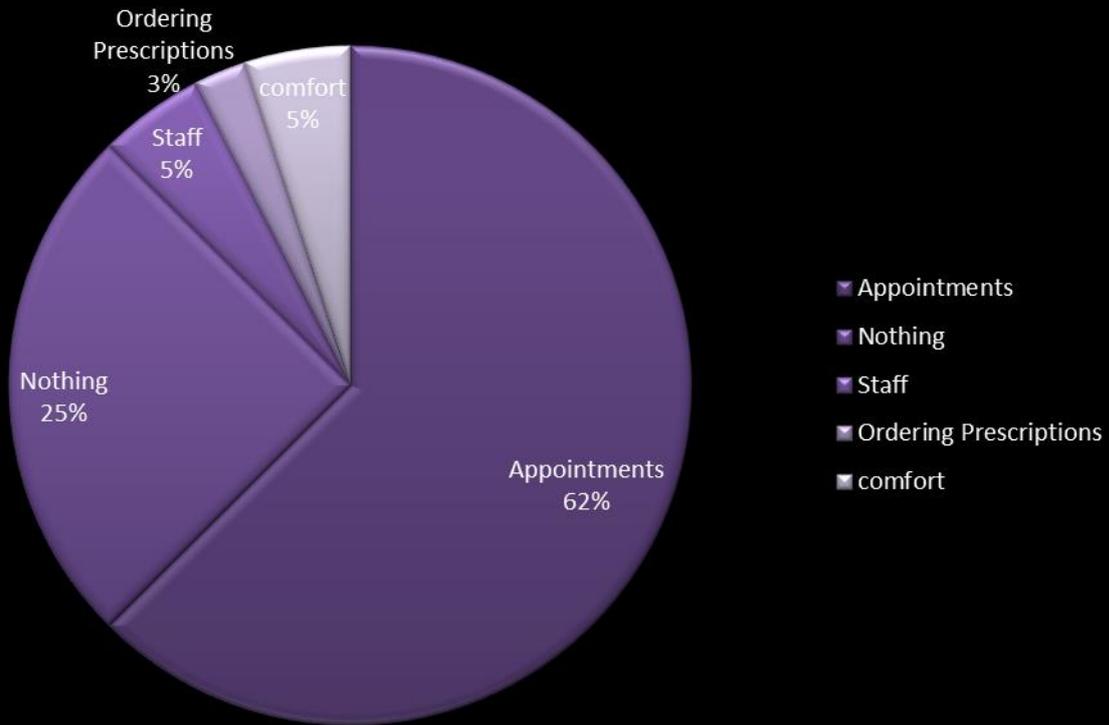
“Nice premises, helpful staff and good doctors”

“Doctors are very understanding and patient”

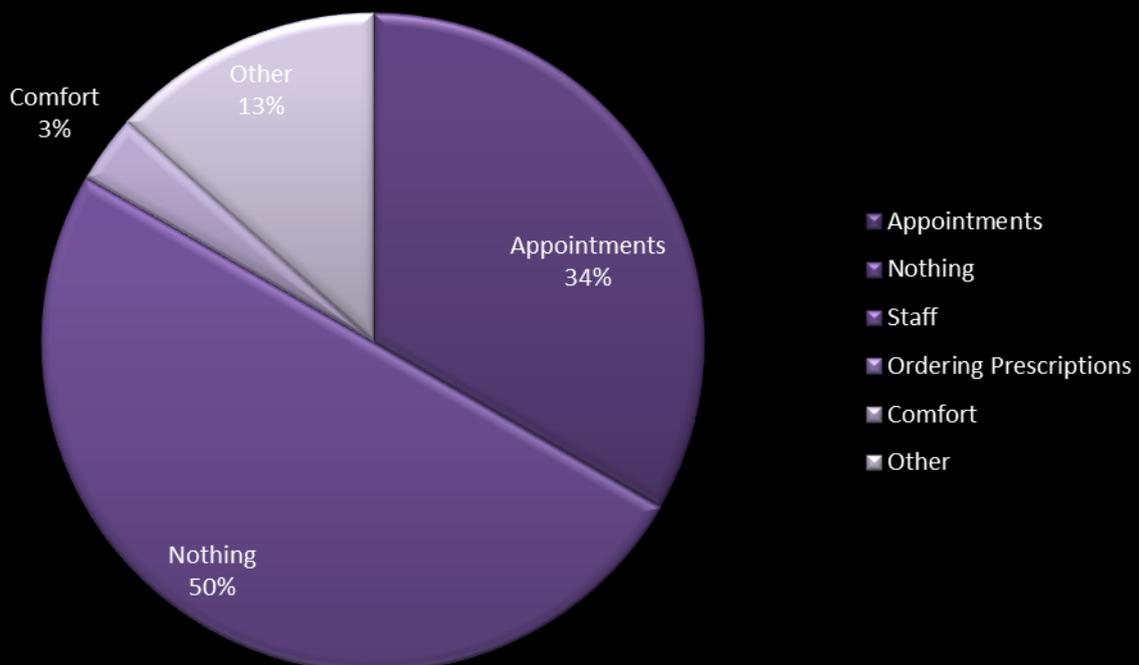
“The admin team”

# QUESTION 7

**New Street: What would you like to see change in the Practice?**



**Netherton: What would you like to see change in the Practice?**



## Other:

“Nothing” x 2

“Adequate as it is”

“Better appointment access” x 4

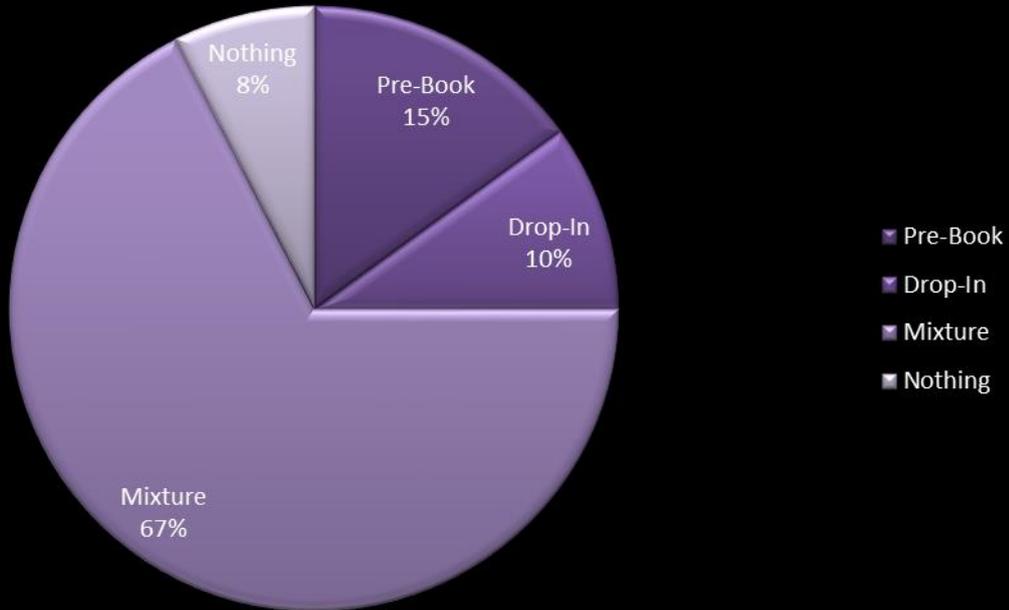
“More available appointments and more phone lines available”

“To be able to see the same doctor”

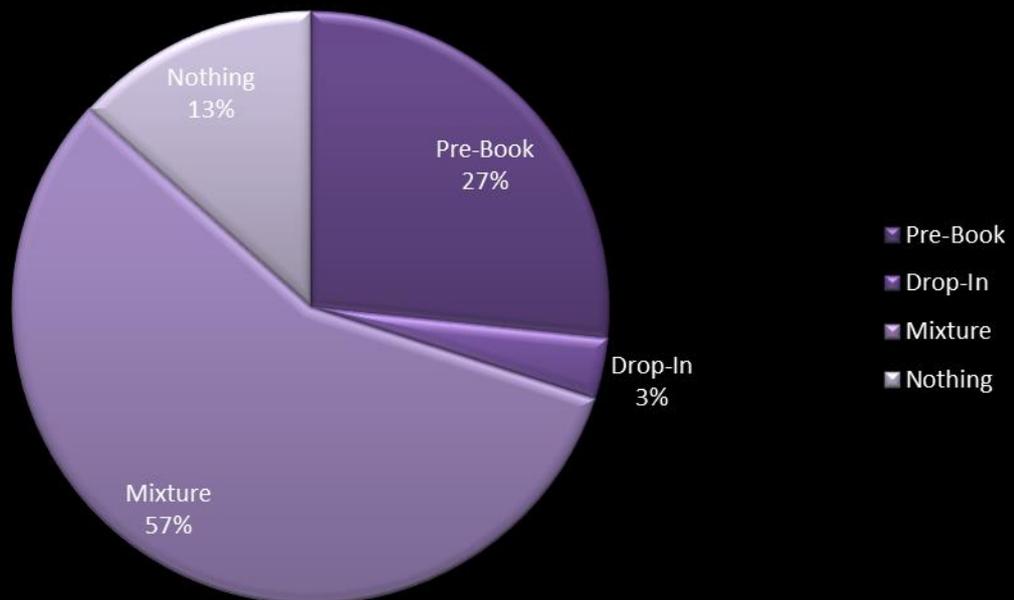
“Quicker to offer call back from GP when all appointments have been pre-booked”

# QUESTION 8

New Street: Would you prefer a drop-in session, pre-bookable appointments or a mixture?

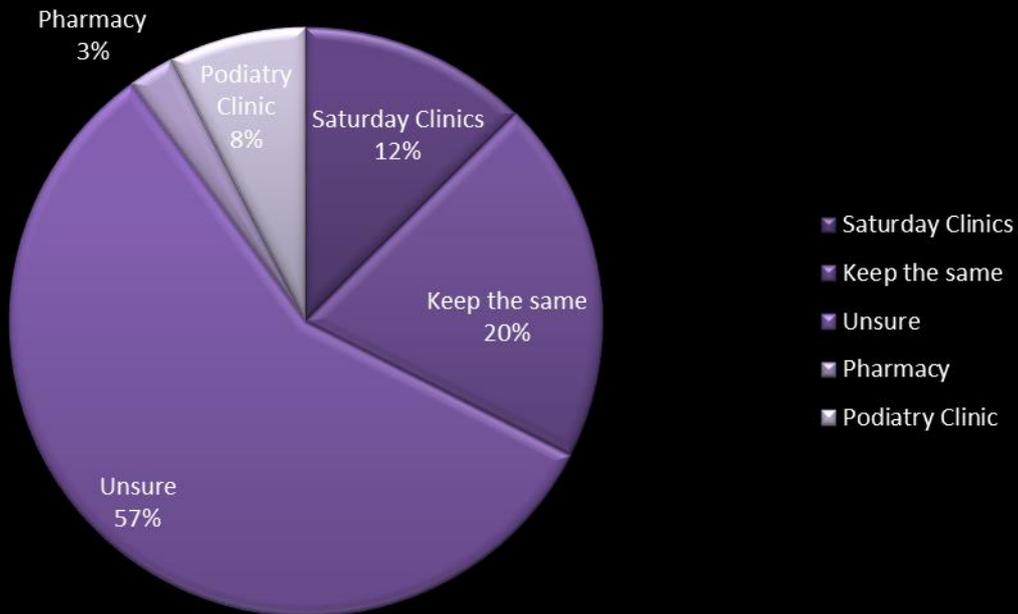


Netherton: Would you prefer a drop-in session, pre-bookable appointments or a mixture?

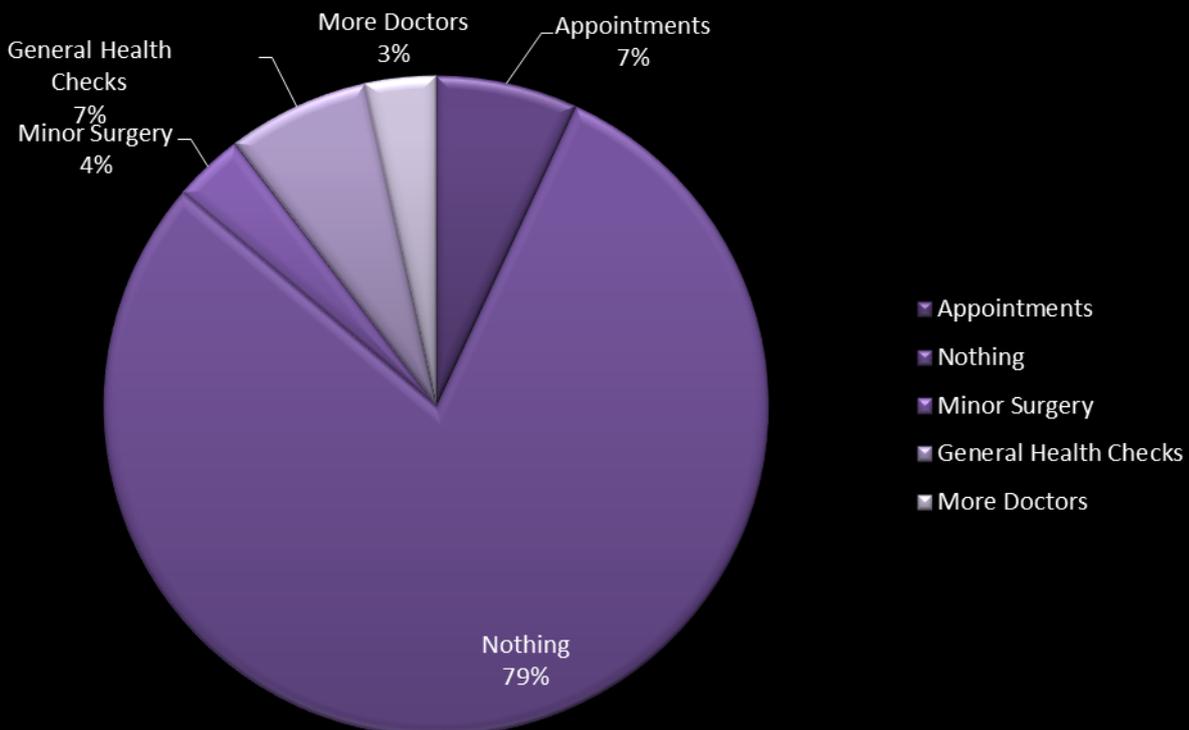


# QUESTION 9

**New Street: What other services would you like to see at your Practice?**



**Netherton: What other services would you like to see at your Practice?**



## Comments:

“More appointments accessibility”

“Better system for access to doctors and nurses”

“It would have been good if the Practice had taken part in the Saturday winter openings”

“All requirements are met”

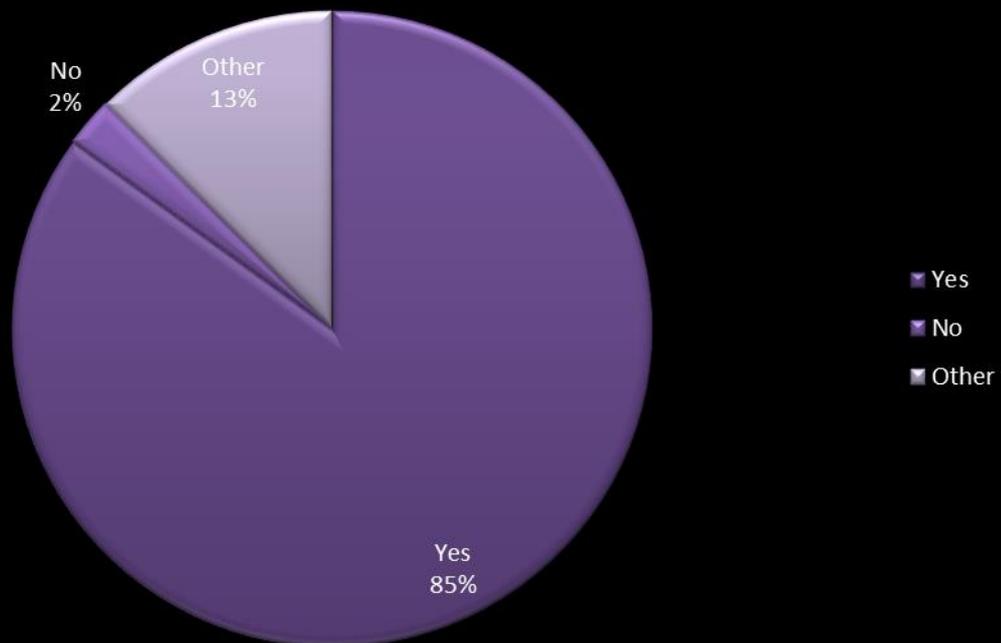
“Very pleased with facilities”

“Podiatry service”

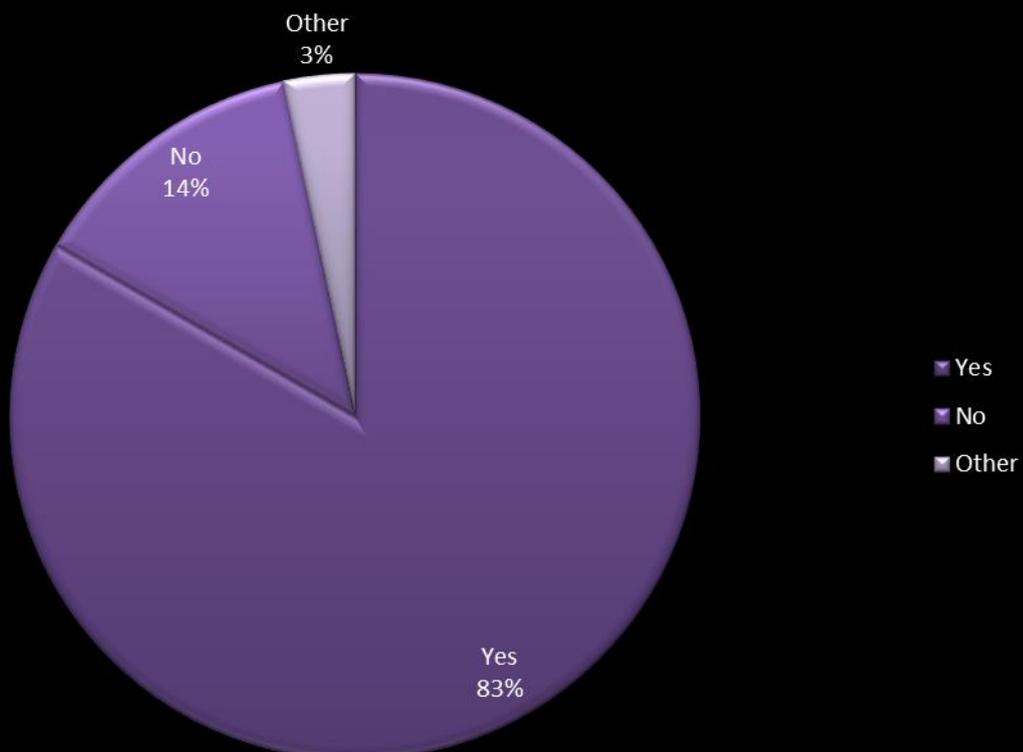
“Complimentary therapists”

# QUESTION 10

New Street: Would you recommend our Practice?



Netherton: Would you recommend our Practice?



**NEW STREET AND NETHERTON GROUP PRACTICE**

**PATIENT PARTICIPATION REPORT**

**2013 - 2014**

## NEW STREET AND NETHERTON GROUP PRACTICE

### PATIENT PARTICIPATION REPORT

March 2014

The requirement of the Patient Participation DES is to produce a report covering the work that has been undertaken with our Patient Participation Group (PPG) during the last twelve months.

New Street and Netherton Group Practice work as a dual-site, split between Netherton Village and Milnsbridge in Huddersfield. The Practice has a diverse patient demographic catchment area and the majority are represented on the PPG.

The group is made-up of a cross-selection of patients from both Practice areas, including male and female patients from different ethnic groups and disabled patients. Practice staff included in the group are the Practice Manager, the Assistant Practice Manager, one clinical team member and one secretary.

The Practice list size comprises the following groups:

Age Range	Male	Female	Total
0 – 25	1056	1082	2138
26 – 35	451	524	975
36 – 45	524	490	1014
46 - 55	486	470	956
56 - 65	401	375	776
66 - 75	289	306	595
76 - 85	168	227	395
86 - 95	42	88	130
96 - 105	1	3	4
Total	3418	3565	6983

Prepared on: 28 Mar 2014

The PPG meet monthly when possible or at least every 6 weeks, meeting on a Saturday morning at New Street Surgery, Milnsbridge.

Previous minutes of the group's meetings are on the Practice Website and the most recent minutes are displayed on the Patient Participation notice board at each site. Several members of the group discussed the questions to be included in the survey, discussing the relevance of each question. (Results of survey attached in full - see appendix.) Discussion was undertaken about the results and the creation of an action-plan for the Practice for the next 12 months.

### **A: Action Plan for 2014/15 - Discussion about Practice survey results:**

<b>New Street and Netherton Group Practice Action Plan 2013/14</b>
<p style="text-align: center;"><b>Survey results analysed</b></p>
<p><b>1. PPG members who discussed survey and agreed contents:</b></p> <p>Patients: Kevin Smith, Margot Redfearn, Andrew Redfearn, Antony Walsh and Raphael Adensina</p>
<p><b>2. Practice staff included in discussions re questions for survey:</b></p> <p>Anne Tinsdeall - Practice Manager</p> <p>Dawn Vince - Assistant Practice Manager</p> <p>Virginia Roberts - Nurse Practitioner</p> <p>Dr Srithan Baddam</p> <p>Gianna Toniazzi -Administrator</p>
<p><b>3. The key findings from local survey:</b></p> <p>The three key areas discussed from the Practice survey were:</p> <p>Appointments</p> <p>Access to online ordering of prescriptions and booking of appointments online</p> <p>Practice leaflet</p>

**4. Which responses were the most positive?**

**Online access to ordering prescriptions**

**Practice premises**

**Helpfulness of the Admin Team**

**5. Which responses were the least positive?**

**Appointments and telephone access**

**6. What are the main priorities identified by the PPG?**

**Access for patients to appointments - offer patients the choice of a telephone consultation with the clinical staff of their choice**

**Continue to monitor “Did not attend” (DNAs) appointments. The Practice policy is that any patient who did not attend three appointments will be discussed at the GP weekly meetings and the decision whether to remove the patient from the Practice list will be made**

**7. What are the main priorities identified by Practice Staff?**

**Improve access to appointments and continue high quality of care**

## B: Action Plan: 2014/15

The areas mutually agreed as priorities for action and intervention are listed below:

Priority for Action	Proposed Changes	Who needs to be involved?	What is an achievable time-frame?
Access	Change appointment system to approximately 70% pre-bookable. Appointments to be made available online, face-to-face or via telephone	Patients to pre-book appointments and staff to add at least 4 weeks rota on system at any one time	To be review via patient survey in approximately six months' time. Results to be discussed with PPG and Practice staff to discuss any variance in results
Drop-in session on Monday mornings for acute medical conditions at New Street surgery	To start on Tuesday 6 <sup>th</sup> May 2014 then on each following Monday	Appointments available via telephone or patient to attend New Street to be added to list	Six months - review
Practice Leaflet	Update leaflet	To make readily-available at each reception area and online	Six months - review

Publication of the Practice survey results and report will be made available via the Practice websites:

[www.thenewstreetsurgery.co.uk](http://www.thenewstreetsurgery.co.uk) or [www.nethertonsurgery.co.uk](http://www.nethertonsurgery.co.uk)

All information published to either site appears on both, as they are linked