

# PPG Survey Data 2019

## BRIDGEWATER SURGERIES – PATIENTS PARTICIPATION GROUP (PPG)

Report of Patient Survey Based On 263 Forms, Held February – April 2019

The Survey was carried out by PPG Committee members, working closely with the Bridgewater Surgeries Practice administration. The Survey form was initially piloted involving 13 Practice patients using Survey Monkey, an E-Survey process. It was then rolled out to a further 250 patients over the 3 Practice Surgeries Bridgewater House (BH), Meriden (ME) and North Approach (NA) who were approached Face- to-Face (F2F) and a further 4 Survey forms completed via a designated GP at BH. So in total, the Survey comprised 263 forms. The PPG thanks patients for their willing participation in this project which will give us ideas and challenges for changes and improvements.

### PATIENTS SURVEYED – BY SURGERY LOCATION AND SURVEY METHOD

| <b>Table 1</b>   | Bridgewater House | Meriden | North Approach | Total |
|------------------|-------------------|---------|----------------|-------|
| Pilot (E-Survey) | 4%                | 1%      | 0%             | 5%    |
| GP               | 2%                | 0%      | 0%             | 2%    |
| F2F              | 60%               | 20%     | 13%            | 93%   |
| TOTAL            | 66%               | 21%     | 13%            | 100%  |

### AGE GROUPS

#### Table 1a

The age groups of recipients was as follows

| 16 – 30 | 31 – 44 | 45 – 64 | 65 – 74 | 75+ |
|---------|---------|---------|---------|-----|
| 15%     | 28%     | 31%     | 15%     | 11% |

Comments

### SATISFACTION LEVEL OF PRACTICE EXPERIENCE

#### Table 2

Overall, how would you rate your experience at this surgery?

|               | Bridgewater House | Meriden | North Approach | Total |
|---------------|-------------------|---------|----------------|-------|
| Excellent     | 25%               | 8%      | 9%             | 42%   |
| Good          | 37%               | 8%      | 3%             | 48%   |
| Average       | 7%                | 1%      | 1%             | 9%    |
| Disappointing | 0%                | 1%      | 0%             | 1%    |
| Total         | 69%               | 18%     | 13%            | 100%  |

**SATISFACTION LEVEL: Breakdown by Age - 16 – 64 and over 65's (%)**

**Table 3**

|               | Bridgewater House |     | Meriden |     | North Approach |     |
|---------------|-------------------|-----|---------|-----|----------------|-----|
|               | 16 – 64           | 65+ | 16 – 64 | 65+ | 16 - 64        | 65+ |
| Excellent     | 35                | 42  | 45      | 55  | 76             | 71  |
| Good          | 54                | 50  | 45      | 45  | 20             | 29  |
| Average       | 11                | 6   | 5       | 0   | 4              | 0   |
| Disappointing | 0                 | 2   | 5       | 0   | 0              | 0   |
| Total         | 100               | 100 | 100     | 100 | 100            | 100 |

**APPOINTMENTS**

**Table 4**

Are you aware the Surgery offers a range of early morning and late appointments?

Yes (81%)      No (19%)

Comments

### Table 5

Are you aware that GP appointments (pre-bookable only) are available 7 days a week in the Watford & Three Rivers Area?

Yes (58%)      No (42 %)

Comments

### SURGERY WEBSITE

#### Table 6

Do you use the Surgery website regularly, occasionally or not at all?

Regularly (22%)    Occasionally (29%)    Not at all (49%)

It was assumed that those indicating 'Not at all' probably have no direct access to the internet??

A breakdown into those patients in the 18 – 64 and those age 65 and over showed

|                       |                 |                    |        |
|-----------------------|-----------------|--------------------|--------|
| 18 – 64:<br>all (51%) | Regularly (22%) | Occasionally (27%) | Not at |
|-----------------------|-----------------|--------------------|--------|

|                          |                 |                    |        |
|--------------------------|-----------------|--------------------|--------|
| 65 and over<br>all (43%) | Regularly (21%) | Occasionally (36%) | Not at |
|--------------------------|-----------------|--------------------|--------|

Comments

#### Table 7

Did you know that once signed on for the GP on-line service, , you can book appointments, view parts of your medical records, check results, request repeat medication and send non-urgent messages to the doctor?

Yes (66%)      No (34%)

Comments

### PATIENT PARTICIPATION GROUP

#### Table 8

Are you aware of the Patient Participation Group (PPG) which exists to ensure that the

patients' views on matters relating to our health and well-being are represented to the Practice?

Yes (34%)      No (66%)

A breakdown into those patients in the 18 – 64 and those over showed

18 – 64:      Yes (26%)      No (74%)

65 and over      Yes (55%)      No (45%)

Comments:

### **Table 9**

Are you interested in joining the PPG either on line or coming to one of our meetings?

Yes (13%)      No (87%)

Comments

6 Patients gave their e-mail addresses for further contact