

Dr G Dhillon



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Patient Participation Group Report 2011-2012

How we advertised for the Patient Participation Group

- Notice added in Reception
- Message added to Jayex Board
- Asking Patient
- Speaking to previous Patient Group Representatives

The patient Group Members are made up as follows:

Age	Male	Female	Surgery	Total
16-24		1	PND	1
25-34				
35-44		3	PND	3
45-54	2	3	3 PND 2 ASH	5
55-64	2	1	3 ASH	3
65-74	1	1	1 PND 1 ASH	2
75+	1	1	1 PND 1 ASH	2

Ethnicity

White British/Irish	13
Indian	1
Black British	2

Patient Participation Group Members Required

**Would you like to become a member of our
Patient Participation Group?**

**If you feel you would like to take part have a
say on how we can improve your surgery,
have a say on how to improve on our services**

We would love you to join us

**We are looking for a wide range of patients,
Young, Retired, Workers, Mothers and
Fathers, people with long term medical
conditions and from all Ethnic backgrounds**

**You will be asked some questions, a short
survey on how we can improve services, you
can fill in a questionnaire or you can fill in an
online form**

Please ask for details

Results of Questionnaire (GPAQ) completed from August to December 2011

It was decided to complete separate questionnaires over the two sites, one for Ashfield and one for Pendeford. A separate questionnaire was filled in for Dr Dhillon, Dr Raza and the Practice Nurse

Ashfield Road Dr Dhillon's Results		
Main table of mean scores as percentages, compared to the GPAQ benchmarks		
	Mean score	GPAQ benchmark
Q2. Satisfaction with receptionists	88	77
Q3a. Satisfaction with opening hours	77	67
Q4b. Satisfaction with availability of particular doctor	77	60
Q5b. Satisfaction with availability of any doctor	81	69
Q7b. Satisfaction with waiting times at practice	73	57
Q8a. Satisfaction with phoning through to practice	76	59
Q8b. Satisfaction with phoning through to doctor for advice	73	61
Q9b. Satisfaction with continuity of care	79	69
Q10a. Satisfaction with doctor's questioning	83	81
Q10b. Satisfaction with how well doctor listens	84	84
Q10c. Satisfaction with how well doctor puts patient at ease	86	84
Q10d. Satisfaction with how much doctor involves patient	84	81
Q10e. Satisfaction with doctor's explanations	87	83
Q10f. Satisfaction with time doctor spends	83	80
Q10g. Satisfaction with doctor's patience	87	84
Q10h. Satisfaction with doctor's caring and concern	88	84
Q11a. Ability to understand problem after visiting doctor	80	69
Q11b. Ability to cope with problem after visiting doctor	69	66
Q11c. Ability to keep healthy after visiting doctor	72	62

Dr Raza Ashfield

Dr Raza Ashfield		
Main table of mean scores as percentages, compared to the GPAQ benchmarks	Mean score	GPAQ benchmark
Q2. Satisfaction with receptionists	81	77
Q3a. Satisfaction with opening hours	73	67
Q4b. Satisfaction with availability of particular doctor	81	60
Q5b. Satisfaction with availability of any doctor	79	69
Q7b. Satisfaction with waiting times at practice	72	57
Q8a. Satisfaction with phoning through to practice	84	59
Q8b. Satisfaction with phoning through to doctor for advice	83	61
Q9b. Satisfaction with continuity of care	77	69
Q10a. Satisfaction with doctor's questioning	77	81
Q10b. Satisfaction with how well doctor listens	77	84
Q10c. Satisfaction with how well doctor puts patient at ease	75	84
Q10d. Satisfaction with how much doctor involves patient	77	81
Q10e. Satisfaction with doctor's explanations	76	83
Q10f. Satisfaction with time doctor spends	77	80
Q10g. Satisfaction with doctor's patience	78	84
Q10h. Satisfaction with doctor's caring and concern	80	84
Q11a. Ability to understand problem after visiting doctor	85	69
Q11b. Ability to cope with problem after visiting doctor	89	66
Q11c. Ability to keep healthy after visiting doctor	85	62

Practice Nurse Ashfield and Pendeford combined

	Mean score	GPAQ benchmark for nurses
Q2. Satisfaction with receptionists	79	80
Q3a. Satisfaction with opening hours	72	69
Q4b. Satisfaction with availability of nurse	69	71
Q5b. Satisfaction with waiting times at practice	70	68
Q6a. Satisfaction with phoning through to practice	63	67
Q6b. Satisfaction with phoning through to nurse for advice	65	68
Q7b. Satisfaction with continuity of care	82	75
Q8a. Satisfaction with nurse's questioning	78	84
Q8b. Satisfaction with how well nurse listens	82	86
Q8c. Satisfaction with how well nurse puts patient at ease	84	87
Q8d. Satisfaction with how much nurse involves patient	83	85
Q8e. Satisfaction with nurse's explanations	82	86
Q8f. Satisfaction with time nurse spends	83	84
Q8g. Satisfaction with nurse's patience	83	87
Q8h. Satisfaction with nurse's caring and concern	83	87
Q9a. Ability to understand problem after visiting nurse	50	66
Q9b. Ability to cope with problem after visiting nurse	54	62
Q9c. Ability to keep healthy after visiting nurse	62	61

Dr Dhillon Pendeford

	Mean score	GPAQ benchmark
Q2. Satisfaction with receptionists	71	77
Q3a. Satisfaction with opening hours	59	67
Q4b. Satisfaction with availability of particular doctor	53	60
Q5b. Satisfaction with availability of any doctor	65	69
Q7b. Satisfaction with waiting times at practice	45	57
Q8a. Satisfaction with phoning through to practice	58	59
Q8b. Satisfaction with phoning through to doctor for advice	54	61
Q9b. Satisfaction with continuity of care	65	69
Q10a. Satisfaction with doctor's questioning	73	81
Q10b. Satisfaction with how well doctor listens	79	84
Q10c. Satisfaction with how well doctor puts patient at ease	71	84
Q10d. Satisfaction with how much doctor involves patient	74	81
Q10e. Satisfaction with doctor's explanations	71	83
Q10f. Satisfaction with time doctor spends	72	80
Q10g. Satisfaction with doctor's patience	74	84
Q10h. Satisfaction with doctor's caring and concern	73	84
Q11a. Ability to understand problem after visiting doctor	60	69
Q11b. Ability to cope with problem after visiting doctor	58	66
Q11c. Ability to keep healthy after visiting doctor	58	62

Dr Raza Pendeford

Main table of mean scores as percentages, compared to the GPAQ benchmarks		
	Mean score	GPAQ benchmark
Q2. Satisfaction with receptionists	82	77
Q3a. Satisfaction with opening hours	66	67
Q4b. Satisfaction with availability of particular doctor	73	60
Q5b. Satisfaction with availability of any doctor	76	69
Q7b. Satisfaction with waiting times at practice	61	57
Q8a. Satisfaction with phoning through to practice	74	59
Q8b. Satisfaction with phoning through to doctor for advice	70	61
Q9b. Satisfaction with continuity of care	74	69
Q10a. Satisfaction with doctor's questioning	80	81
Q10b. Satisfaction with how well doctor listens	86	84
Q10c. Satisfaction with how well doctor puts patient at ease	84	84
Q10d. Satisfaction with how much doctor involves patient	83	81
Q10e. Satisfaction with doctor's explanations	86	83
Q10f. Satisfaction with time doctor spends	82	80
Q10g. Satisfaction with doctor's patience	90	84
Q10h. Satisfaction with doctor's caring and concern	86	84
Q11a. Ability to understand problem after visiting doctor	64	69
Q11b. Ability to cope with problem after visiting doctor	64	66
Q11c. Ability to keep healthy after visiting doctor	64	62

Comments from Patients

- Is there anything particularly good about my health care? All of it (Ashfield)
- Service is impeccable both with receptionists, nurse and GP's. Improvements not that I can think. Have been with the practice for over 30 years, enjoy great rapport with everyone at the surgery would not want to be with any other GP (Ashfield)
- Excellent services with both receptionists, and Doctors and Nurse (Ashfield)
- I am pleased with how I have been treated. Improvements None at the moment.(Ashfield)
- Receptionists very polite, care is very thorough Improvements Don't really know(Ashfield)
- Dr will keep an eye on me very pleased.(Ashfield)
- Receptionists and Doctors Excellent.(Ashfield)
- The only problem I have is being unable to Phone in for repeat prescriptions.(Ashfield)
- I am looked after really well at my Doctors. Doctors, nurse and receptionists are very, very, good.(Ashfield)
- Receptionists always keen to oblige. Never long to wait for appointments or prescriptions. I don't like the idea where by one needs to make two trips to the surgery for a repeat prescription. One to order and one to pick up said script.(Ashfield)
- Always found receptionists, nurse and Doctors very helpful and excellent service.(Ashfield)
- The receptionists are always helpful and friendly and the Doctors always have mine and my family's health at heart. When visiting the hospital in the past I am unsure of why I am there and after care at the hospital is terrible, with my experience, but the Doctors and nurse's surgery have been great.(Ashfield)
- I was working with broken bones strapped up as I had not been advised by hospital not to work but then went to the doctor with the pain and he advised me not to work with them until I had my operation to mend my hand as it would course more injury.(Ashfield)
- I like to see same Dr. Improvement's opening times for people who work. Thank you for excellent service.(Ashfield)
- Kind and helpful receptionists and Nurse.(Ashfield)
- Excellent, pleased with Dr's, Nurse and reception Staff.(Ashfield)
- Well done to all at the Dr's Keep it up.(Ashfield)
- The GP always makes time to listen. Improvements – would like to be able to get through in the morning. Receptionists always willing to help (Pendeford)
- Dr is caring and listens to your problems. Getting an appointment, especially emergency or immediate ones is like a lottery the fastest finger on the buzzer first to get through. Sometimes by the time you get your appointment to see dr you are well again or its no longer necessary (Pendeford)
- Very thorough when needed (Pendeford)
- Dr Dhillon makes sure I am as healthy as I can be. I think extra opening times and more manning of the phones would help(Pendeford)
- Good location, receptionists are very friendly, it's nice and clean. I think tests could be done quicker to recognise problems if suspected illness and therefore treatment can be given quicker.

The voice machine at the front of reception does not work, patients have to shout to speak to the receptionist so everyone knows other patients private business (Pendeford)

- To be able to see the same nurse provides consistency and builds trust. Evening opening hours for those working full time and can't take time off work. Only one late evening a week would help(Pendeford)

A list of improvements was given to the patient group to prioritise the actions needed

Areas for improvement

Action Plan	Reason	Priority		Time Scale
Pendeford Reception Glass	No confidentiality in reception. Patients and Staff frustrated with not being able to hear	One	Contact Estates and health and safety to conduct risk assessment in Health Centre	Immediately
Waiting times at the practice	45 scored should have been 57 about time waiting in the health centre for appointment time	Two	Sometimes clinics run over depending on the emergencies on the day. Dr to see patients in order of appointments	Immediately
Opening Hours at Pendeford to look into alternating Saturdays between Ashfield and Pendeford or Early or late clinic once a week	Extended hours held at Ashfield because of health centre not open	Three	Speak to Security to see if they will open the Health Centre	3-6 months