

Obtaining the views of younger patients at Clarendon Lodge Medical Practice

Scope

The PPG at Clarendon Lodge Medical Practice has regularly collected the views of patients over several years. This was achieved by collecting the views through the 'Friends and Family survey' and more in-depth and targeted surveys set up by the PPG. However, most of the respondents have been in the older age bracket. Therefore it was decided to undertake a survey directed at the younger age group.

Two PPG members undertook this work. It was decided that the best way of accessing this group of young parents would be to visit toddler groups. Nurseries were excluded from this survey as parents do not remain in the nursery with the children as they do at toddler groups.

Method

Before each set of interviews the venues were visited in order to seek permission and meet the staff in charge. As most of them were church groups it was further necessary for staff to get agreement from the church authorities. Only one church group did not give permission. All parents were happy to talk to us and indeed seemed eager to express their views.

As it was the views regarding CLMP only that was required and not views regarding other surgeries visits were confined to the groups in the vicinity of the Practice. It was decided to use face-to-face conversations to elicit the widest possible range of views rather than restrict responses to prescribed areas. Thus this was a qualitative rather than a quantitative approach.

5 facilities were visited. 48 parents responded, comprising 38 females and 10 males.

The questions asked were:

- What do you think of Clarendon Lodge Medical Practice?
- What do you see as the strengths of the practice?
- Is there anything else you would like the practice to provide?
- Follow up questions were used if necessary for further clarification

Results and Interpretation of data

Responses were sorted into 4 categories : compliments, comments, concerns and complaints (J.D.Skillen 2019 methodology). Results were as follows:

- Compliments 30
- Comments 11
- Concerns 3

- Complaints 16

There were some difficulties in differentiating between comments and compliments and between concerns and complaints. Generally complaints and compliments were specific eg The Thursday contraception clinic is good. Comments and concerns were more general eg a brilliant practice.

The overwhelming number of responses were complimentary, being twice as many positive as negative comments. Some 'negative' remarks were constructive suggestions. Even when a negative remark was made it was almost always followed by praise for the practice as a whole.

Specific suggestions were made by respondents about how the Practice might improve. Examples are given below:

- More female doctors (perhaps patients could say or be asked if they would prefer a female GP)
- Awareness training for reception staff for how to manage patients whose first language is not English (time needed for patient to express themselves and to process what they have heard)
- To be able to weigh self or child while waiting for an appointment

Conclusions

Open ended questions worked well. They elicited a wider range of responses than would have been obtained through a standard written questionnaire.

This project involved a small sample but responders were clear about what they liked and disliked and what they wanted to talk about. They engaged well with the questions and were pleased to be consulted. Overall there appeared to be a high level of patient satisfaction with the Practice in this group.