

# Kingswood Health Centre (KHC)

## Patient Participation Group (PPG) Survey Report 2019

### Introduction

Kingswood Health Centre (KHC) has a Patient Population of 12,479. The percentage of Male/Female is Male 49% and Female 51%. There is a small but committed Patient Participation Group (PPG) that consist of a contact list of 15 patients but on average there are only 7 active patients that meet quarterly on a Monday afternoon.

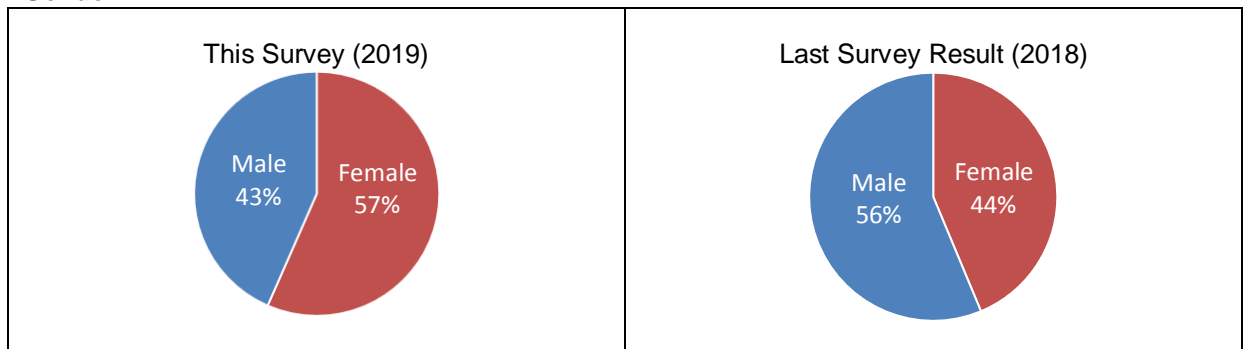
### Patient Survey

A PPG survey takes place once a year. It was agreed by the PPG members that the survey this year would try to determine what patients knew about the Patient Information Room. It was decided that the surveys would be given out to patients by PPG Volunteers at the Flu Clinics with a hope that it would cover a good age range of the Patient Population. This was largely successful and 320 survey forms were completed.

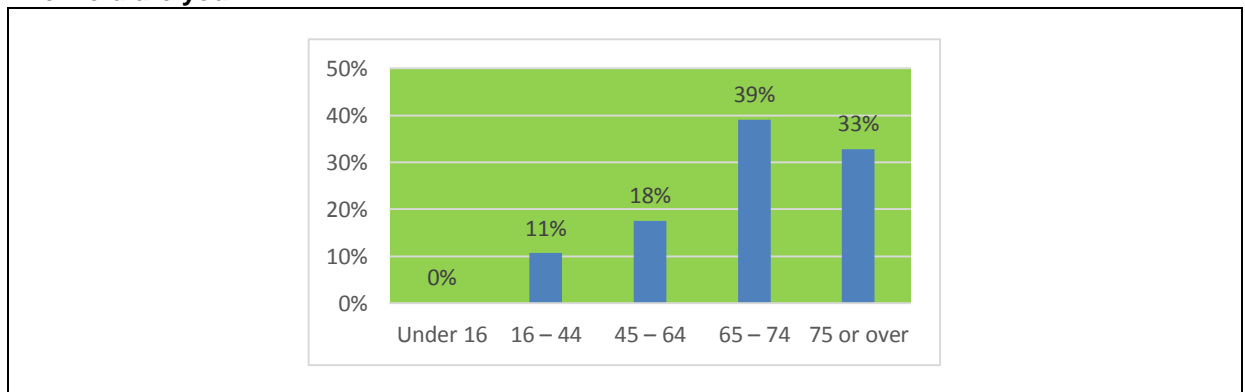
The following questions were asked and the compiled results are shown.

Where this year's Survey questions are exactly the same as the previous Survey (2018) questions the results from the previous Survey have been included to show differences.

#### Q1 Gender?

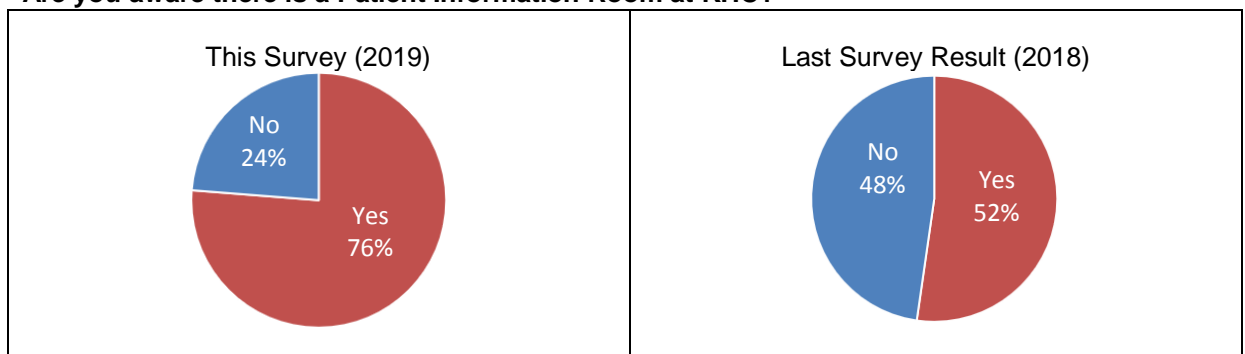


#### Q2 How old are you?



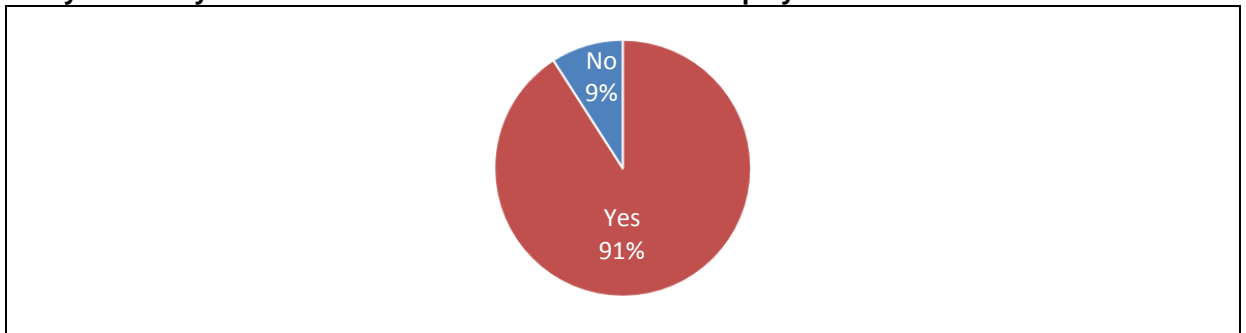
\*Did not manage to include any under 16's in the Survey

#### Q3 Are you aware there is a Patient Information Room at KHC?



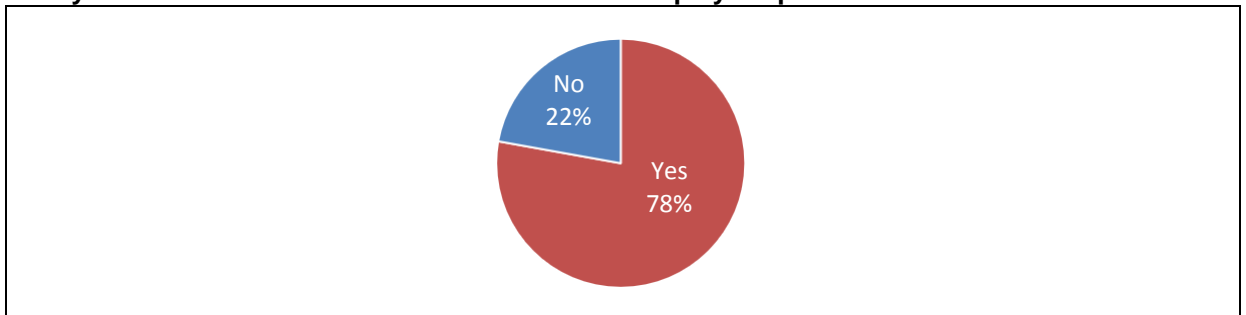
\*Significant improvement on Awareness of PIR from last year. 244 people aware of 320 Surveyed

**Q4 Do you know you have free access to the information displayed in this room?**



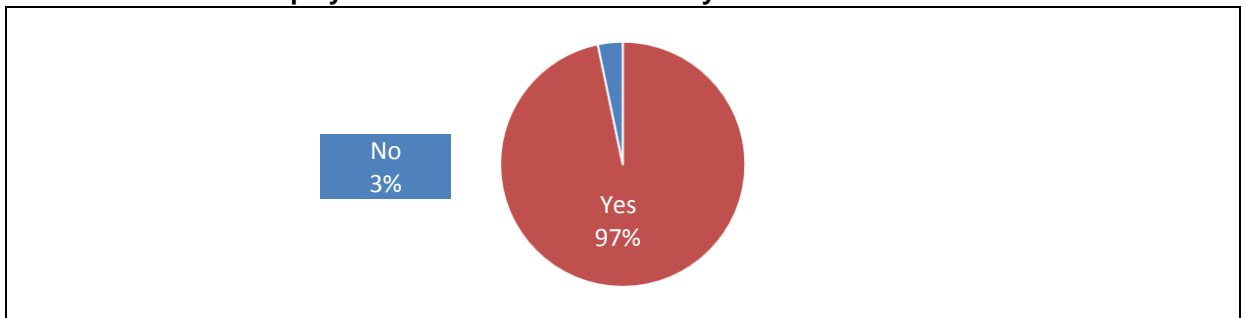
\*This questions informs, therefore 100% after taking survey.

**Q5 Are you aware of the content of the literature on display for patients in this room?**

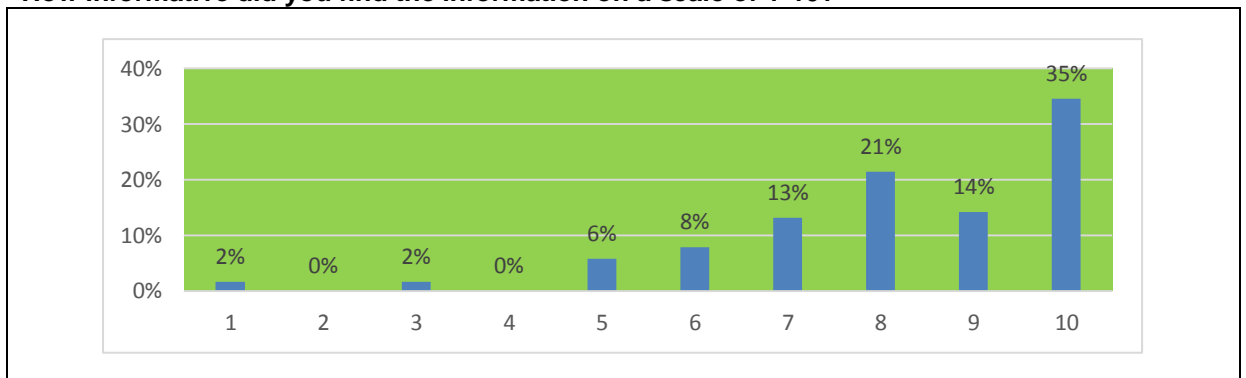


\*The 78% YES is actually 186 people out of 320 Surveyed who have actually 'been in' the PIR'

**Q6 Is the information displayed in a clear and concise way?**

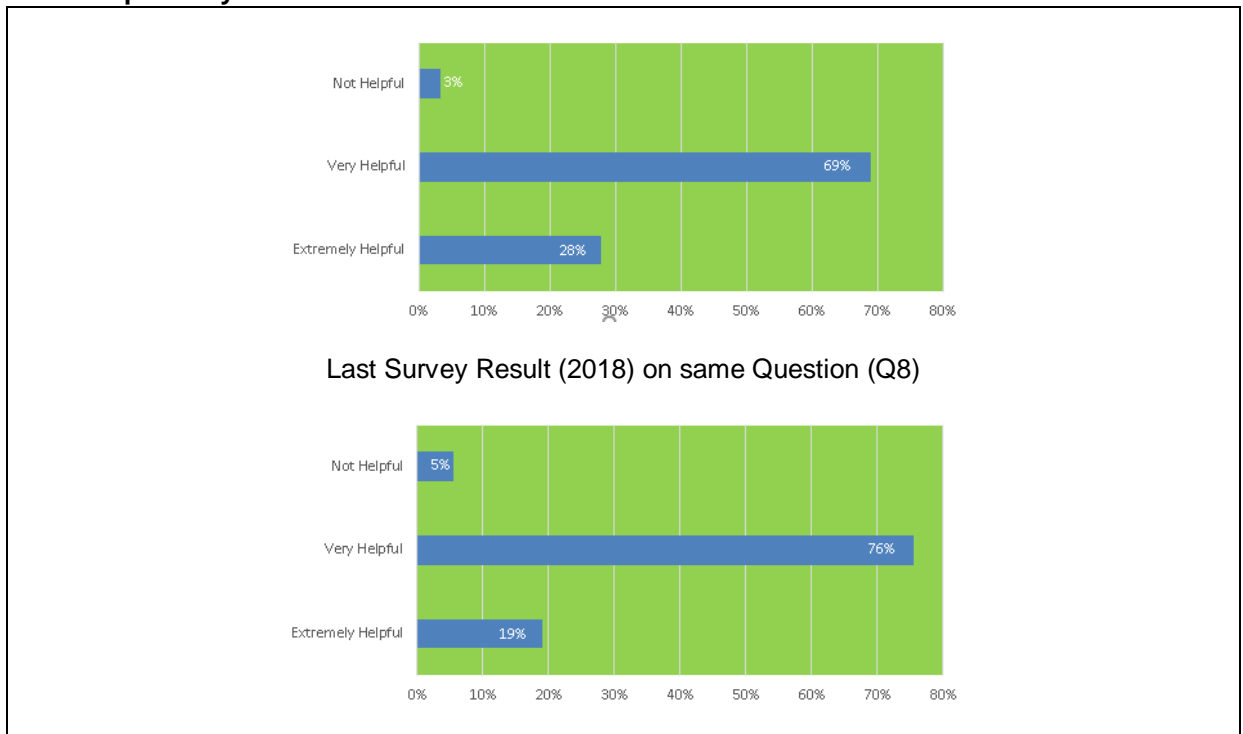


**Q7 How informative did you find the information on a scale of 1-10?**



\*Helpful comments received and other avenues for consideration may enable us to improve on these figures for next years survey.

**Q8 How helpful do you find the information?**



**Q9 Have you any suggestions on how we can improve the information supplied?**

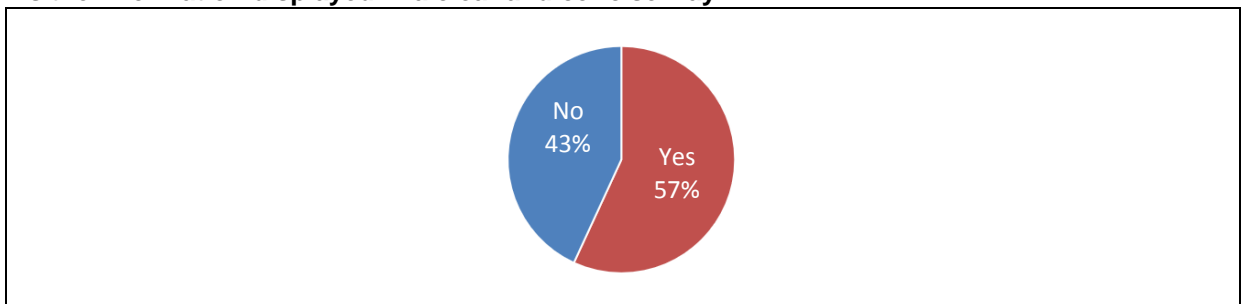
- 5 Star
- Maybe a few other things relevant to common Long Term Health Issues.
- Wonderful
- No. Satisfied with info available.
- Sufficient Info.

**Q10 Have you got any suggestions on information not currently supplied but you feel is relevant to patients?**

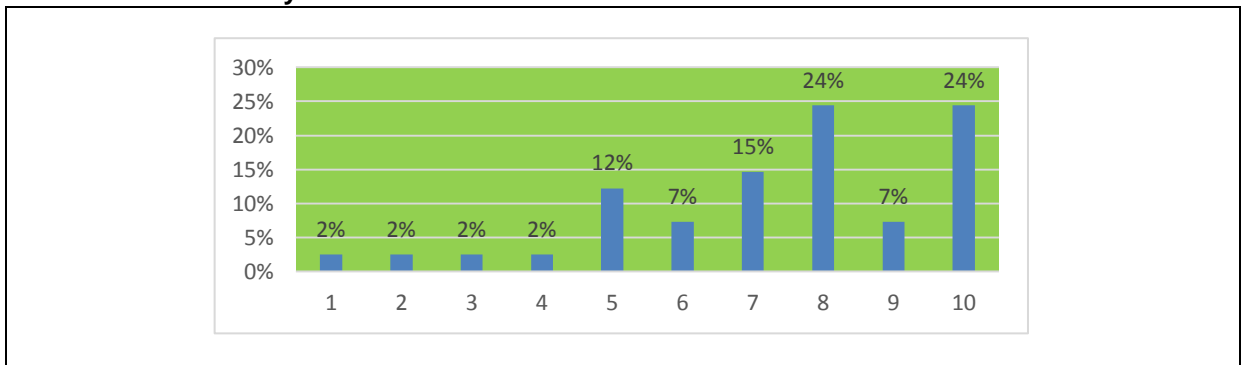
- Silent long term illness. Eg. M.S., F. Myalgia
- Parkinsons, Help Groups locally

Those Surveyed were also asked to comment on the Waiting Room/Reception Area and those who indicated that they were not aware of the Patient Information Room had their remaining questions 6 to 10 recorded, the assumption being that they were answering **in regard to the Waiting Room/Reception Area. Those responses are as follows.**

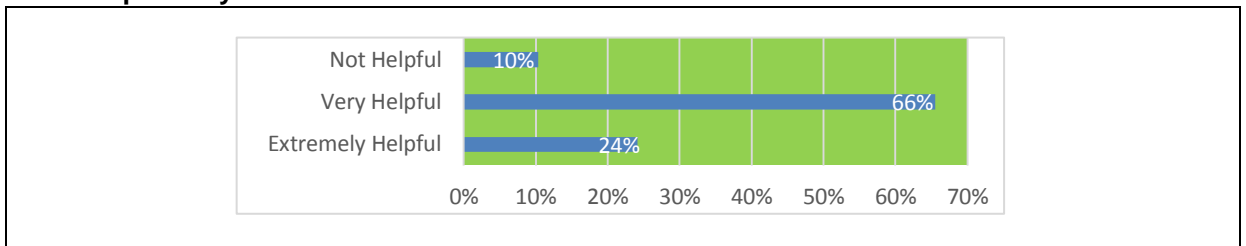
**Q6 Is the information displayed in a clear and concise way?**



**Q7 How informative did you find the information on a scale of 1-10?**



**Q8 How helpful do you find the information?**



**Q9 Have you any suggestions on how we can improve the information supplied?**

- Advertise More
- A notice about room (PIR)
- eMail
- Not behind patients seats
- Leaflets are slightly outdated but cheap so I understand why they are used
- Clear label on where room is (PIR)
- The screen that shows our appointment should have a sound accompanying it so appointments are not missed
- Maybe a few less posters as it can be overwhelming

**Q10 Have you got any suggestions on information not currently supplied but you feel is relevant to patients?**

- Bus Travel Help for Carers
- Sort the Parking
- More mental health imagery