

**Firs House and Telegraph Street
Patient Participation Group
Impington Village College Students' Survey**



Report for Students

The idea of the survey

In April 2016 the Firs House and Telegraph Street Patient Participation Group (PPG) worked with staff and asked students to take part in a survey that asked for their views about their local doctors' surgery. We wanted to find out if there are things that make it difficult to get the right information or services and what things are working well.

Thank you!

A big thank you to all of you who completed the survey. We had a total of 234 responses with a fairly even number across all year groups.

What does the PPG do?

We are a voluntary group of people registered at either Firs House Histon or Telegraph Street Cottenham doctors' surgeries who have an interest in the services provided at the surgery. We don't work at the surgery but through the Patient Participation Group (PPG) we aim to collaborate with staff to improve services. We meet with the staff working at the Practice and discuss the services from the point of view of the patient. We act as a link between the local community and the Practice.

We provide feedback on the way the Practice currently works and on any new developments they are thinking about for the future. We may suggest new ideas for them to consider or give feedback on something that we feel isn't working so well.

Results of the survey

Here is a

- summary of the responses
- information about what the PPG is doing to address the responses given by students
- Some information about GP services

The results of the survey have been discussed with the staff at Firs House and Telegraph Street surgeries and staff at IVC. All responses were anonymous and the doctors and IVC staff do not know who said any of the comments.

The students who filled in the survey are patients at the following doctors' surgeries:

GP Surgery	Number of students
Firs House	75
Telegraph Street	14
Other	145

Who makes your appointments?



Do you know?

If you are 16 or over you can register to make appointments online. You need to complete a form and bring ID to the surgery. There is more information on the Firs House and Telegraph Street Surgery websites. <http://www.firshouse.com/info.aspx?p=10>

Other surgeries may also offer this service.

If you are under 16 and want to make your own appointment you can phone the surgery or visit the surgery to make an appointment at reception.

What we did

As students under 16 can make their own appointments, but not online, we asked the staff at Firs House and Telegraph Street surgeries to consider if students under 16 can register for online appointments. The staff said they will consider it. No decision on this has been made as yet.

How was the appointment made?



26 year 11/12/13 students using Firs House or Telegraph Street surgeries said they made their own appointment. All said they did this by phone. If you are 16 or over you may want to make appointments using the online system.

Do you know?

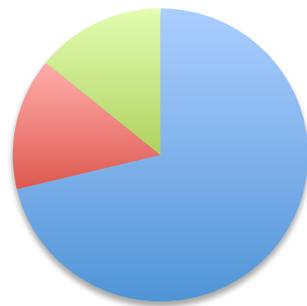
Appointments on the Firs House online system are released at 7pm every evening for appointments the next day and can also be booked by telephone from 8am every day.

We asked you to **rate the person you saw** at your last visit to the GP surgery.

The majority of you were positive about your experiences. 85% said that they felt the person they saw listened to them and 74% said the person made them feel at ease.

One of the questions asked **“Did they explain any treatment you need in a way you can understand?”**

Understand explanation of treatment?



- Yes
- No
- Don't know

What did we do?

Some people said that they did not understand the doctor's explanation of the treatment. We talked to staff at the surgery about this. They are going to look at whether the doctors should have more training on how to explain treatment to young people.

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Do you know?

You can have a person with you if you have made the appointment yourself and they can take notes on your behalf.

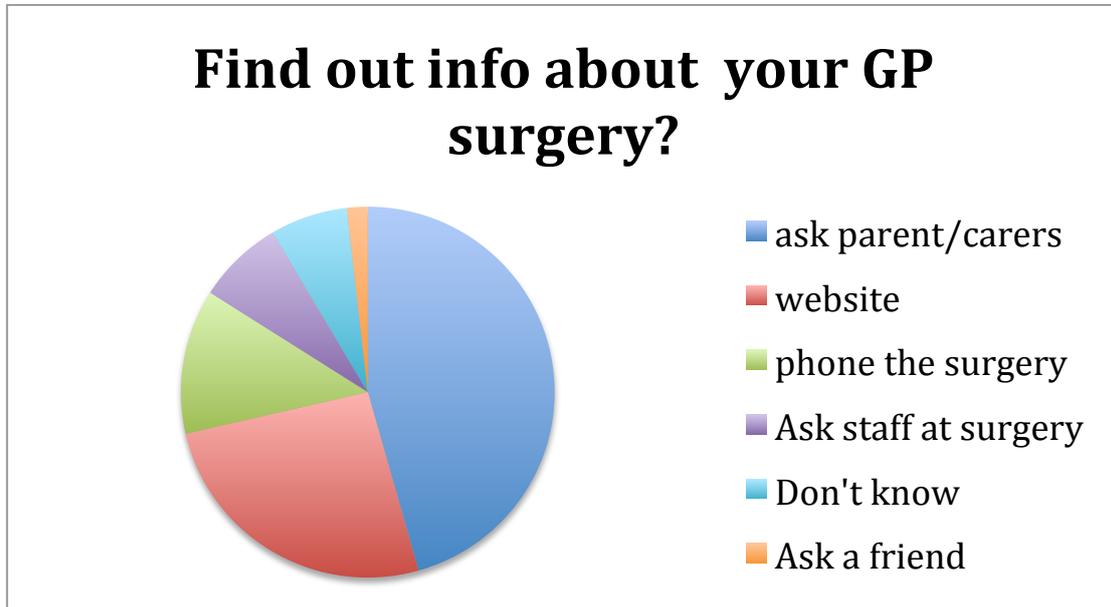
You can ask the doctor to write things down.

You can take notes yourself. The doctor won't mind!

You can tell the doctor that you don't understand and get them to explain it in a different way.

You can ask the doctor if there's a leaflet or website where you can get more information.

We asked “How would you find out information about your GP surgery if you needed to?”



Do you know?

All GP services have a website with a wealth of information available to patients. It's a good place to go if you want to know opening times, how to make an appointment or what services are on offer.

What's important to students?

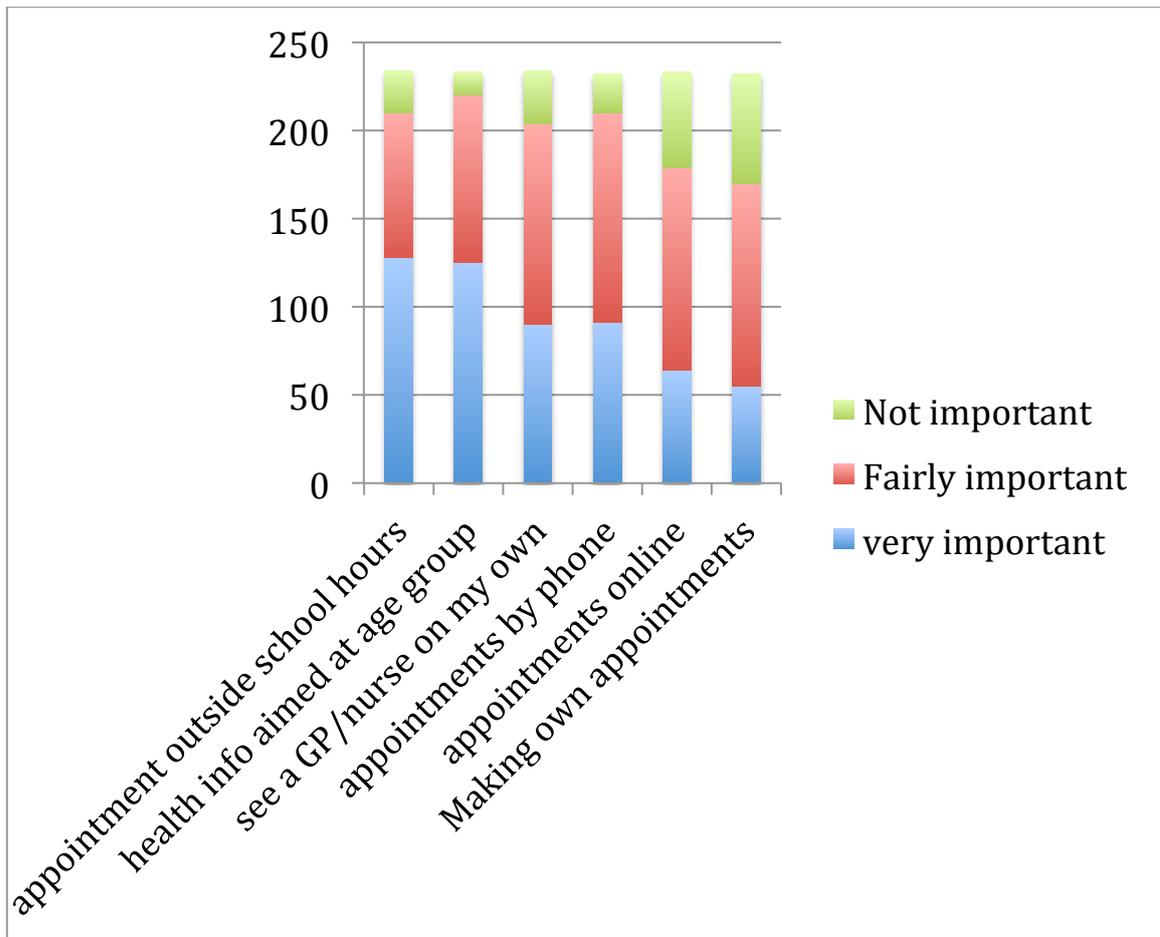
We asked students to rate various things related to GP services as very important, fairly important or not important (see chart below)

What did we do?

43% of students said that they would look on the website for information about GP services.

This made us think about whether there is any information on the Firs House and Telegraph Street website specifically aimed at young people and whether the information there is accessible.

Staff at the surgery suggested that students at IVC could review the website and let the surgery know their views. We think this is a really good idea and will be working with staff and students at IVC to make this happen.



Do you know?

You can see a GP or nurse on your own or with a friend if you want to. The GP or nurse will decide if you are able to make treatment decisions for yourself. This is called Gillick competence.

You can make appointments online if you are 16 or over. You will need to fill in a form and present ID at the surgery's reception.

Appointments are available (at Firs House & Telegraph Street) outside of school hours.

All GP services offer a range of services, for example, stopping smoking, and information about these will be on their websites.

What did we do?

We were struck by how many students (almost 99%) rated “health information aimed at my age group” as either very important or fairly important and this got us thinking about what information is available and how do students get hold of it.

We met with staff at IVC to talk about how to enable students to find the information they need. The staff suggested that stickers with information about how to contact local GP surgeries could be put into students’ jotters. This will happen from next year.

We discussed with staff at IVC and Firs House and Cottenham surgeries if there is a possibility of joint working with staff and students at IVC to find out if the surgery can do more to ensure that information about services is shared. Staff at IVC said they would be happy to attend a practice meeting at the GP surgery to discuss how links between the practice and IVC could become stronger.

We asked staff at IVC if it would be possible to have a medical information board at the college and they said the House noticeboards could be used.

We asked “Is there anything that makes it difficult or would prevent you from seeing your GP or practice nurse?”

A common response to this question was about availability of appointments and some people mentioned that they didn’t know how to book appointments.

Do you know?

Firs House and Telegraph Street Cottenham surgeries release appointments every day. 60% of appointments are available for patients to be seen on the same day they make contact with the surgery whilst the remaining 40% can be booked up to 6 weeks in advance. The same day appointments can be booked on line from 19:00 the night before on the online system and by telephone from 08:00 when the surgery phone lines open.

The opening hours for appointments at Firs House are: 08.30 – 11.10 and 15.20 – 17.40. (Cottenham is 14.50 – 17.10 on Fridays.)

Extended hours are offered. Some telephone and face-to-face appointments are offered for early in the morning on fortnightly Wednesdays and Fridays and once a month on Saturday. These have to be pre-booked and are aimed at those patients who may find it difficult to come to the surgery during the day.

Some surgeries, for example Arbury Road, open on some evenings up to 20.00.

You can check opening times on your GP surgery website.

Firs House & Telegraph Street Patient Participation Group
December 2016