

Influenza Vaccine Clinics PPG Questionnaire 2017/2018

The Practice currently has 67 active virtual patient participation group members.

The Practice communicated with its virtual patient participation group members via E-Mail and post (as per the members preferred method of communication).

Of the 67 questionnaires sent the Practice received 9 Responses, a response rate of 13.43%.

Of the following questions asked, the following answers were received;

1. Do you feel that the Practice adequately advertised its flu campaign within the Surgery?

Yes	6
No	2
Don't Know	1
No Response	

2. Have you had your Influenza Vaccination this year (2017-18)?

Yes	8
No	1
No Response	

3. Did you have your Influenza Vaccination done at the surgery or elsewhere?

Surgery	7
Pharmacy	
Workplace	
Elsewhere	1
Not Applicable	
No Response	1

4. If done at the Surgery, did your appointment time suit you?

Yes	7
No	
Not Applicable	
No Response	2

5. In the future, if offered appointment times, what time of day would suit you better?

Early Morning (7.30am - 8.00am)	1
Morning (after 8.00am – 12.00noon)	6
Early Afternoon (12.00noon – 4.00pm)	4
Late Afternoon (4.00pm – 6.30pm)	
Saturday Morning (8.00am – 12.00pm)	
Either	
No Response	1

Note: Some patients provided multiple responses

6. How quickly were you seen on your arrival for your Influenza Vaccine?

0-5 minutes	3
5-15 minutes	4
15-30 minutes	
30+ minutes	
Not Applicable	
No Response	2

7. Did you find our staff friendly and knowledgeable during your consultation?

Yes	8
No	
Not Applicable	
No Response	1

Additional Comments

- Lindsey ran the whole attendance very efficiently and with a smile. Nobody has any reason to complain of treatment
- I do not have the flu vaccine due to the fact I have had bad reactions to the vaccination. As a long standing patient of St Johns, the staff are always friendly and knowledgeable at all times and the doctors are all quite amazing

Practice Actions from Response Received:

Do you feel that the Practice adequately advertised its flu campaign within the Surgery? Overall the response from the Practices PPG does suggest adequate advertisement of the Practices Flu Campaign. The Practice communicated with all eligible patients by letter which was also followed up by text messages. The Practice also advertises its flu campaign via the Practice website

Have you had your Influenza Vaccination this year (2017-2018)? The response from the Practices PPG suggests a good uptake with one patient providing feedback for their decision not to take up the vaccination

Did you have your Influenza Vaccination done at the surgery or elsewhere? The response from the Practices PPG suggests the majority had their flu vaccine at the Practice

If done at the Surgery, did your appointment time suit you? The response from the Practices PPG suggests appointment times offered for the flu vaccine were at a time to suit the patient

In the future, if offered appointment times, what time of day would suit you better? The response from the Practice PPG suggests the current flu clinic times were suitable. From the responses provided there did not appear to be a large appetite for a Friday or Saturday Flu clinic

How quickly were you seen on your arrival for your Influenza Vaccine? From the responses provided the Practices PPG suggests patients were waiting from between 0 minutes up to 15 minutes.

Did you find our staff friendly and knowledgeable during your consultation? The Practices PPG responses suggests they found Practice staff friendly and knowledgeable during their consultation

Overall Review

For the purpose of the review feedback from the Practices Flu Campaign from 2016/2017 has been included below;

- 1. Do you feel that the Practice adequately advertised its flu campaign within the Surgery?**

Yes	9
No	1
Don't Know	1
No Response	1

- 2. Have you had your Influenza Vaccination this year (2016-17)?**

Yes	11
No	1
No Response	0

- 3. Did you have your Influenza Vaccination done at the surgery or elsewhere?**

Surgery	9
Pharmacy	0
Workplace	1
Elsewhere	0
Not Applicable	1
No Response	1

- 4. If done at the Surgery, did your appointment time suit you?**

Yes	9
No	0
Not Applicable	2
No Response	1

5. In the future, if offered appointment times, what time of day would suit you better?

Early Morning (7.30am - 8.00am)	1
Morning (after 8.00am – 12.00noon)	3
Early Afternoon (12.00noon – 4.00pm)	2
Late Afternoon (4.00pm – 6.30pm)	0
Saturday Morning (8.00am – 12.00pm)	1
Either	2
No Response	3

6. How quickly were you seen on your arrival for your Influenza Vaccine?

0-5 minutes	4
5-15 minutes	2
15-30 minutes	3
30+ minutes	0
Not Applicable	2
No Response	1

7. Did you find our staff friendly and knowledgeable during your consultation?

Yes	10
No	0
Not Applicable	1
No Response	1

The Practices PPG feedback suggest the Practice is adequately advertising its Flu Campaign's annually with the majority of PPG members taking up their offer of a flu vaccination at the Practice.

Comparing both responses from 2016/2017 and 2017/2018 Flu Campaigns feedback from PPG members suggests that the Practice continues to offer clinics and appointment times which are suitable to patients.

During 2017/2018 PPG feedback suggests the majority of patients are seen within 15 minutes which suggests an improvement from feedback received following 2016/2017 Flu Campaign.

During both Flu Campaigns PPG members have provided feedback advising they found staff friendly and knowledgeable during their consultation.

The response rate for this year's PPG survey was 13.43% compared to last year's response rate of 32.5%, a reduction of 19.07%. As a result the Practice will contact all registered PPG members to establish whether they wish to remain an active member of the virtual group.