

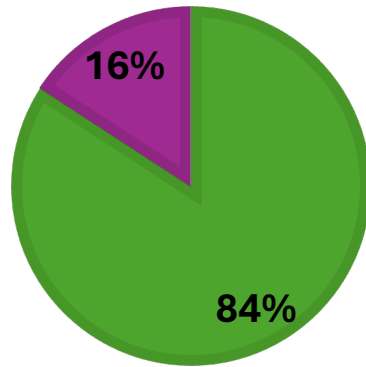
Derwent Valley Medical Practice – Patient Participation Group.

‘Women only Smear Saturday’ Questionnaire Results

9th March 2024



WHO ATTENDED THE SAURDAY SMEAR CLINIC BY AGE GROUP?



Women are offered screening every:

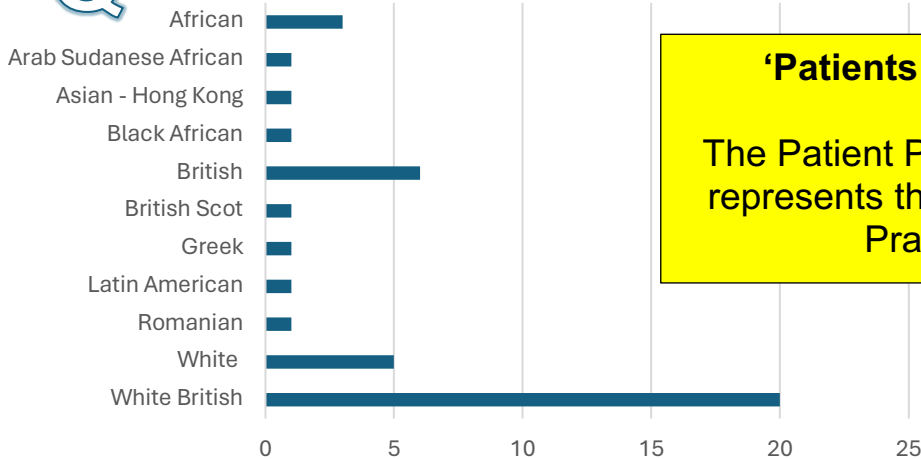
- 3 years between 25-49
- 5 years between 50-64.

‘Saturday Clinics are a great idea especially for women who work Monday to Friday.’

‘Clinic was easier to attend due to working in the week.’



Self Declared Ethnicity

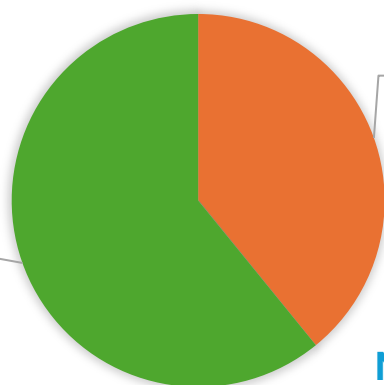


‘Patients making it better for Patients.’

The Patient Participation Group (PPG) represents the diverse population the Practice cares for.



DO YOU LIKE BEING ABLE TO ATTEND WHEN NO MALES ARE PRESENT?



I don't mind either way
61%

‘Very happy with women only clinic.’

‘Patients making it better for Patients.’

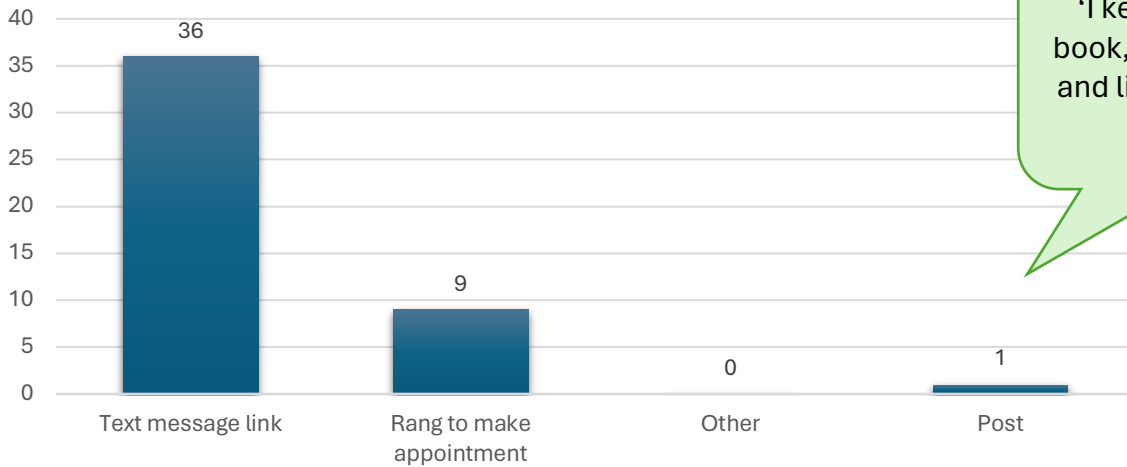
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How did you find out about the 'Smear Saturday Clinic'?

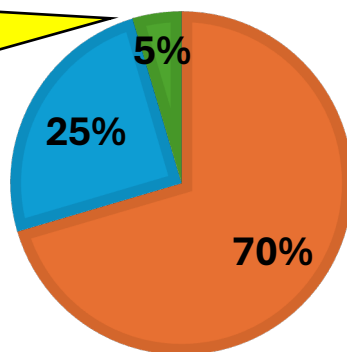


‘I kept forgetting to book, so text message and link service was a good idea.’



HOW EASY WAS IT TO BOOK AN APPOINTMENT?

Very Easy Easy Hard Very hard

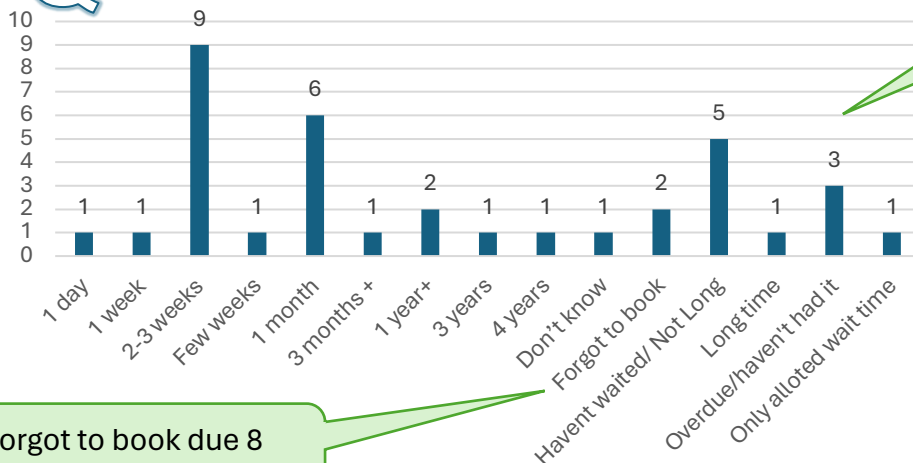


I needed help as it was ‘hard’ to book ‘due to my learning difficulties.’

‘Link didn’t work when 1st sent but got text with cancellations yesterday- was able to book.’



How long have you waited for a Smear?



‘My choice as I was overdue.’

‘Turned 25 in November so not so long.’

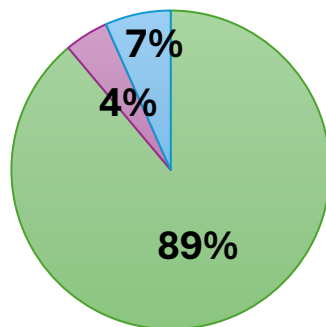
‘Forgot to book due 8 months ago.’

‘Patients making it better for Patients.’

Derwent Valley Medical Practice – Patient Participation Group.
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Has 'Smear Saturday' encouraged you to attend for your smear?



■ Yes ■ No ■ Would have booked week day

Short Comments:

- ‘First Smear.’
- ‘Staff welcoming.’
- ‘Very Efficient.’
- ‘I haven’t waited.’

Other Comments: 49 - 64 years

‘More Women’s clinics would be ideal, i.e. Menopause Clinic.’

‘I am retired but do lots of voluntary work in the week so ‘Smear Saturday meant I didn’t have to cancel anything.’

‘Very helpful as a Woman’s only clinic.’

‘Received cancellation text on Friday and appointment rescheduled for Saturday.’

25 - 49 years

‘In waiting room less than 5 minutes, the procedure was quick, and the nurse made me feel comfortable.’

‘No alternative options were offered when mentioned was on my period wished an alternative day would have been offered.’

‘Have been trying to book as soon as text came through, booked immediately. Unless “smear Saturday” text came through I would still be waiting.’

Patient Participation Group (PPG):

The surgery invited members of the practice PPG to obtain feedback from their patients on ‘Smear Saturday.’ Three members attended between 08.00-12.00. Leaflets about the PPG and PPG membership were handed out, 89% of women completed the questionnaire.

- These results are based on the answers given in 46 completed questionnaires and will be presented and discussed at the next meeting on 19th April 2024.
- Women’s feedback, has given many positive outcomes about the service the Practice offers, also raising questions for further discussion.

‘Patients making it better for Patients.’

Derwent Valley Medical Practice – Patient Participation Group.

‘Women only Smear Saturday’ Questionnaire Results

9th March 2024

Information Provided by the Surgery in response to PPG Questions.

- 80 appointments were made available by the surgery to book between 8am-1pm, with 4 nurses and a receptionist on duty.
- Patients were sent a reminder text on Friday 8th March.
 - 14 appointments were cancelled.
 - all appointments were successfully rebooked from a wait list following the sending out of a text on the Friday.
- 100% of patients attending and eligible (52 patients) had their smears.
- As telephone lines aren't open on Saturday for cancellations, reminder texts were sent out by the receptionist resulting in 6 women successfully cancelling their appointments.
 - 4 cancelled online.
 - 2 walk-in cancellations due to their menstrual cycle.
- How many women missed their appointments as they did not attend?
 - 22 women (30%)

PPG Consideration for a follow up questionnaire only to those who did not attend, to understand why? Emergencies, transport, caring for others?

- Women get a letter from Cervical Screening Administration Service, inviting them to book an appointment with their GP. Some women also received texts messages from the Practice, but not everyone's link worked.
 - Discussion to understand booking process further at the surgery.
- Some women report overdue smears, are these all a result of choice or barriers preventing them attending?
- What are the Practice process to follow up when women do not attend following invitation?
- Needs of women with menopause clinic? PPG has identified the following local support.
 - Derby County Community Trust provides Menopause support at Pride Park- over 1000 women have attended these sessions to date. Places can be booked online.
- At the next ‘Smear Saturday Clinic’ some of these questions may be answered by using a different questionnaire.

Thank you to everyone who took the time to speak to us and complete this questionnaire and the surgery staff who made us very welcome and supplied additional information.

If you have comments or questions you wish to put to the Practice via the PPG Chair, please leave them at the reception or within the PPG comments boxes in the waiting rooms.