

Patient Participation Group News Letter Spring 2012

Many thanks to all of you that are giving up your time to take part in the Patient Participation Group. The practice sees this as an important way to develop services that most benefit our patients and with your help we hope to develop this further over the coming year. It has been a challenge to change from a small face to face representative group to an 'Online community' in an effort to reach as many patients as possible. There have been a few teething problems (the draft version of the survey being released accidentally, complete with spelling mistakes etc) but hopefully as the group becomes more established these will improve. Your comments and suggestions are the most important part of this process and we would encourage you to contact us with any comments you have about the recent survey or anything else to do with the group on the group email goldstreetppg@nhs.net

Currently the group stands at 42 individual members and 3 member representing local nursing homes. Response for both surveys was around 50% and all replies are appreciated by the practice. However in order to continue to ensure the results are as representative , it is important that as many people as possible complete surveys. Please also encourage as many others to join the group as possible. It is your chance to help develop the future of Gold Street and improve it for all.

To date we have run two surveys and the results for these are outlined below.

Initial Survey into choice of subject

76.5% Felt Access was most important subject and 23.5% second most important

35.3% communication with patients most important and 64.7% second most important

0% Practice parking most important, 5.9% second most important and 94.1% third most important.

Other areas suggested were access at Chesterford surgery

Use of technology in communicating with patients

Following this initial survey it was decided to proceed with a survey looking at areas of improved access to the surgery and ways of communicating with patients.

Access survey

The majority stated they are happy with current access and most agree it is easy or somewhat easy to make appointments

80% make appointments by telephone

46.7% book in person

26.7% book online

Use of Telephone advice from GP/ Nurse practitioner or NHS direct is low

With regards to urgent appointments being seen as soon as possible was most important to patients rather than seeing a particular named GP.

There was a clear desire for extended opening hours and the preferences were ranked in the following order, Saturday surgery, Evening surgery, Morning surgery, status quo.

93% want bookable urgent (within 48hours) appointments with an even spread over other services requested such as nursing services, minor operations, chronic illness appointments.

Areas of improving communication.

100% interested in e-mail contact to recall patients following blood tests etc.

Recommendations following consideration of Results

After discussion within the practice the following action points were identified to work towards over the coming months.

- 1- Extend opening hours with the preference of Saturdays, Monday morning and Evening surgeries. Providing full range of services as able. Work has already begun regarding this and the PCT have approved the proposed opening times. These will begin in April. Please see out website and in-house notice boards for details
- 2- Continue to improve and promote online booking etc to take pressure off telephone bookings.
- 3- Promote the possibility of increased telephone consultation/ reviews. Clearer guidance on website of when this may be appropriate.
- 4- Continue to move forward and pilot e-mail recall/ communications.
- 5- Promote use of current technology available to patients.
- 6- Set up patient participation group forum for discussion amongst the group and with the practice.

Thank you for your continued support