

About the survey

Surgery staff met with the PPG to discuss how the survey would run and priorities were set as to what questions should be included in the local practice survey.

The survey was conducted over two days in March (14th and 17th). Members of the PPG distributed the survey, helped with queries and were on hand to answer any questions.

105 questionnaires were completed – representing just over 3% of the practice list size.

Ages and ethnicity of patients completing the form are shown in the results.

The Practice analysed the survey to pinpoint areas where we did well, to see where improvements might be needed and to see if patient's expectations were being met.

A summary of the results can be seen on our website.

The Results/Action Plan

A meeting was held between the GP, surgery staff and representatives of the PPG on Thursday 12th May 2016.

The PPG said that they were pleased not to have anything major to address and that the comment that had been mentioned in previous surveys of “wanting a female GP” had not be raised this year – as there are now female clinicians covering regular sessions at the surgery. There were no concerns and it was felt that the surgery was meeting the needs and expectations of most of the patients.

The Doctor commented that he was disappointed that some patients answered that they were still not aware of the Patient Group. Discussions took place on how we could publicise the Group. It was agreed that they PPG would look at running a notice board stating how

they worked alongside the surgery to improve services. Although the work of the PPG is on the surgery website, it was agreed to publicise this via Facebook in an attempt to reach a different patient demographic

The meeting discussed whether it would be possible to organise “self-help” groups. It was acknowledged that this could be difficult without someone to give clinical input/advice. The PPG organise various health events, where there is someone on hand to answer questions. The PPG will look to see if this is something they can organise on an informal basis.

Two other items for discussion – although not highlighted as particular problems in the survey - were waiting times and car parking. The practice acknowledges that, on occasions, patients have to wait after their appointment time to be seen by the clinician. Whilst it is the surgeries aim to run on time, sometimes this is not always possible as some patients have complex medical problems that cannot be dealt with in a 10 minute appointment slot. Parking is sometimes a problem, and the PPG have agreed to monitor the car park on certain days and to remind patients not to leave their cars after they have been seen in the surgery.

The PPG raised the question of how we could let patients know the results of the survey. This is displayed on the Practice website and it was also agreed to put a copy of the PPG notice board with a poster advising patients to contact a PPG member if they would like to discuss the results. Reception will take a note of any patient who wishes to do this.

The Chair of the PPG thanked the surgery for involving them and for letting them be part of “the wonderful team”, and asked the newest members of the practice team if they were happy in their roles. They confirmed they were!