

Patient Survey – meeting with PPG members and volunteers – (27/2/12)

Present Dr Telesz, Josie Camplin and Sue Sandell and Pam Everton, Angela Wagstaff, Zuby Skinner, Clarice Ridge, Ron Ridge, Joyce Hill, Joan Smith, Betty Learner and Michael Learner.

The Practice is pleased with the outcome of the patient survey, they are aware of the staff issues but would like to have the input of the patients.

The overall feelings of the patient group was that the Practice had been shown to be very good practice and shown in a good light.

The patient group then worked through the comments:
The patients would recommend this practice and that the clinical care score was very high and they felt that the clinical staff should be made aware of this and that the patients were impressed with this.

Telephone system – the Practice is installing a new telephone system which should help to alleviate the problems being encountered at the present time. It was also suggested that after the phones had been in place for approximately 6 months we would do another survey based on the telephone and ask for patients comments on anything we could improve on the new phone system.

Sat AM surgeries and late appointments the patients thought that not many people knew about the early morning appointments and it was decided to promote this more so more people were aware of these. It was also felt that the Out of Hours service available to the patients was adequate.

Appointments – the patients felt that our appointment system was flexible and that there were pre-bookable appointments available and that they didn't want to go back to the old way of waiting 2-3 weeks to see a named GP.

Reception – the patients expressed concern re the receptionist attitude – the Practice were aware of the comments and were looking into staff training to try and improve on these comments. The PPG were also going to be available for a few days to try and encourage patients to use the self check in computer to try and help with the queues at reception and the practice would look at the way patients could be dealt with better rather than all queuing at the front door.

Magazines and Toys in the waiting areas – the patient group would look at this problem and manage the situation.

Nurse Booking Times – these needs to be addressed and the Practice would look into this.

Phlebotomy – there were several comments re this and it was hoped that with Commissioning this was something that the E4 group could look at and purchase a local phlebotomist who could work on different days at different doctor's surgeries.