



PATIENT PARTICIPATION GROUP MEETING

We recently had our PPG meeting, a total of approximately 150 questionnaires were handed out with 134 returned, which was a good turnout, so thank you to all those that completed and returned them. Your comments were listened to, raised and were discussed in our PPG meeting and an action plan is going to be put into place to address all that was discussed.

To summarise;

- 116 patients out of the 134 visit the practice less than 6 months at a time, which shows that our GP's, nurse's and back of house staff are putting 100% into every patient that visits our reception desk and walks through the GP or nurse's door.
- Telephone access still remains an issues, but a combined 96 out of the 134 found that they could get through to the practice via the telephone, with a combination of 74 patients using all 3 methods of communication with the practice;
 - Online Services
 - Face to face
 - Telephone – which is still the preferred method of communication with the practice
- Our receptionists were highly praised, and so they should be, they are the forefront of the practice and aim to assist and help our patients as soon as the patient approaches the reception window.
- The patient's average waiting time to be seen by either a GP or nurse still remains between 5 and 30 minutes.
- Both our GP's and nurse's care to the patient is second to none, with both respectively giving 100% care to the patient's
- A combination of 101 patients out of the 134, were either likely or extremely likely to recommend the practice to a friend or family relative that had moved into the area. Usually this question would be asked via a separate Friends and Family Test Questionnaire, but we felt that this was to be included in the questionnaire to answer both the PPG questionnaire and the FFT at the same time, saving the time in which to collect all responses and saving the time in which to process them all.

Actions that are and going to be taken following the meeting include;

- Earlier Reception Opening Times – The reception will be open from 8.30am every morning from Monday 2nd April 2018, except the weekends when FEDNET continues to serve patients over this period of the week. All relevant poster material highlighting the time changes are present on all our notice boards, reception windows and on the practice website. This also includes all practice leaflets which are now smaller versions for the ease of the patient.
- Blood Test Appointments – All blood tests are now booked online or can be booked via the kiosk in the centres blood clinic. There is a step-by-step guide there on how to use the kiosk. Other locations where patients can book blood test appointments include Silverthorne Medical Centre and St James Health Practice.
- Carer's First – A new scheme, which is charity run, supports adults and carer's of friends and/or relatives.

For further information, refer to the website, or have a look at our PPG notice board, or our notice boards.