

WATERHOUSES PATIENT PARTICIPATION GROUP NEWSLETTER 2018



Waterhouses PPG meets every 2 months on a Wednesday at 1 pm in the upstairs meeting room. This group of patients are actively interested in healthcare and meet with the practice manager, who brings up-to-date information about the Practice and local hospitals. The group also links with other PPGs in the area and occasionally has speakers bringing relevant information from local health or social care organisations e.g. Keele research.

We enjoyed meeting 76 of you just before Christmas when we carried out a survey concerning your experiences at the Practice over the previous year. Below is a summary of the findings. **Please see details on the Practice website.**

APPOINTMENTS



- * If patients state that their or their children's problems are **urgent**, then an appointment or phone call should always be offered on that day. **Children with urgent symptoms** are guaranteed to be seen that day. 88% of those surveyed last November remembered this as their experience.
- * Now GP trainees are in place, even the majority of non-urgent cases are likely to be seen the same day or within 2 - 3 working days.
- * Urgent appointments - **ring from 8 am**. Non-urgent - it might be easier after 11 am, or book online. **Ask at reception to register for online booking.**
- * 96% of patients thought that they had enough time with the doctor/nurse. Remember you can book double appointments if you have 2 issues to discuss.

DISPENSARY

- * **Repeat Prescriptions** - paper versions can be dropped into the boxes in the porch or by reception. Alternatively phone the dispensary or email waterhouses.prescriptions@nhs.net. Please collect **after 11 am**.
- * **Please check all your medications are there before you leave.** They may be in 2 bags due to some medications not being on repeat prescription and requiring a prescription to be requested and then issued later by the doctor.



"No, I'm not here to see the doctor-just the magazines."

WAITING ROOM EXPERIENCE

- * Only 5% of those surveyed thought they had to wait too long. Emergencies are not uncommon and must be prioritised. Ask the receptionist for an update if you have waited over 20 mins.
- * If you would like a window open, please ask at reception.
- * Hand sanitisers are available on entry to the building and at reception. Please use one.
- * The radio is on to help mask conversations at the desk. Please also stand away from the patient ahead of you at reception. **If you would like a private conversation with the receptionist, then please ask to move to an interview room.**
- * The new automated arrival screen seems to be working well and investigations into how this system might communicate with the receptionist's system are ongoing.

INFORMATION TECHNOLOGY

5% of those surveyed had used the online appointment booking system, 25% had emailed for repeat prescriptions, 58% had used the arrival screen and 12% had accessed the website for information (<http://www.waterhousesmedical.co.uk>). There is much useful information on the site covering many topics such as First Responders, Carers, Minibus and Volunteer Drivers e.t.c

* The hardware has been installed for **Guest Wifi in the waiting room**. It is now functional and you can register at reception in order to obtain the access details.



FINALLY, 81% of those surveyed would recommend the Practice to family or friends, 13% had no opinion and only 5% stated they would not do so. Thanks from individuals have been passed to the relevant members of staff. If you ever have any concerns, please contact Kate Robotham via reception. If you have any suggestions for improving services please contact us via ppgchairperson@gmail.com or via reception. **We would love you to join us at our bimonthly meetings or via email as a virtual member.**

Our July meeting included a talk from the Research Facilitator at Keele University on how they use our Practice's anonymous health data to help improve outcomes for patients in the future.

Our meeting on Wednesday 19th September includes a talk by Pam Hawkes from N Staffs Bowel Screening Programme. Please join us if you would like to become a member of the PPG.