

Waterhouses Practice Patient Participation Group Survey 2017

The PPG annual survey for 2017 took place during a week in November and was answered by 76 patients attending four morning surgeries and one afternoon. We thank all those patients for spending the time to do so. It was a pleasure to meet them.

The practice now has its full compliment of GPs and nurses, and as from December 2017 has the additional input of trainee GPs, each for a period of 4 months. They are qualified doctors who are training to become GPs and are closely supervised by their GP trainer.

The questions covered four areas of the patient experience, (appointments, waiting room, dispensing of prescriptions and IT) and then asked for comments and suggestions.

Appointments

If patients **state the nature of their or their children's problem as urgent**, then an **appointment** or a **telephone call** from the duty doctor should always be offered on that day. Children with urgent symptoms are guaranteed to be seen on the same day. 88% of the patients surveyed thought this happened for them. If you feel your symptoms are serious, please make sure you explain this when ringing the reception.

For less urgent problems, 56% of patients thought they were seen the same day or within 2 - 3 working days with the remainder being seen within 1 + weeks. Now the trainees are in place, the number of patients seen on the same day will no doubt have risen,

90% of patients thought it easy to get an appointment at reception or by phone. If you are ringing for an urgent appointment, then of course you will need to try from 8:00 am onwards, but if it is not urgent, then it might be easier for you to ring after 11:00 am. The other option for non-urgent appointments is to **book them online** so allowing them to be booked at any time of day or night. Please ask at reception **how to register** for this. Appointments are now always available 6 - 8 weeks in advance.

96% of patients thought that they had enough appointment time with the doctor. Please remember that you can **book a double appointment** if you have **two** problems to discuss.

This means other patients will not have to wait so long to see the doctor or nurse.

Of the 26% of patients which had used the out of hours emergency doctor service, 21% were happy or satisfied with the service.

Waiting Room Experience

While only 5% of those surveyed thought they had to wait too long, it must be noted that the practice frequently has to deal with emergencies at short notice. As you can appreciate, these take precedence, but can cause the appointment times to get behind schedule. Please feel free to speak to the receptionist for an update, if you have been waiting for more than 20 minutes.

If you would like the windows open, then please ask at reception. If others find the draught too cold then another option is for you to sit in the lobby (once you have told reception please).

There is hand sanitiser available on entry to the building and in the waiting room at reception. Please use it to help stop the spread of infection.

The radio is on in order to help mask conversations at the desk, thus helping with confidentiality. If you find the radio too loud, please tell the receptionist that you are going to wait in the lobby, where there are chairs for that purpose.

The receptionists are kept extremely busy, juggling walk-in patients and those ringing for appointments. At busy times this can be difficult, so a queue may develop. For confidentiality reasons, please stand a distance away from the patient being attended to. Your patience and respect will be much appreciated. If you would like to talk to the receptionist in private, then please ask to move to an interview room - one is always available.

The new automated arrival screen seems to be working well. However one patient arrived for a non-urgent appointment that had been cancelled due to nurse illness. Unfortunately they had not picked up the message concerning the cancellation left on their phone and on arrival had booked in using the arrival screen. This did not flag up to them that the appointment had been cancelled. Therefore they waited sometime before discovering the problem. Investigations into a mechanism for solving this lack of communication between the two computer systems are ongoing.

Information Technology

5% of those questioned had used the online booking system for GP appointments, 25% had emailed for repeat prescriptions (waterhouses.prescriptions@nhs.net), 58% were happy to use the automated arrival screen and 12% had accessed the website for information (<http://www.waterhousesmedical.co.uk>) Apart from the basics, the website provides additional information (see base of home page) covering topics such as Carers services, First Responders, Patient participation Group Minutes of meetings, Pregnancy Care Plan, Minibus and Car Sharing and several more topics.

NHS England have recently funded guest Wifi in all GP waiting rooms. The hardware is installed and is now functional, You can register at reception in order to discover the details for access.

Dispensary

As has been mentioned, one very efficient way of asking for repeat prescriptions is to email the dispensary, (waterhouses.prescriptions@nhs.net) but otherwise there is a drop off box for paper prescriptions in the porch and one near the reception, or you can telephone leaving a message. Please if at all possible, only **collect prescriptions after 11:00 am.**

Please also always open your bag to **check all the medications are there before you leave.** Sometimes patients have more than one bag with their medicines in. This is due to some medications not being on repeat prescription and requiring a prescription to be requested and then issued later by the doctor.

And Finally.....

The Practice Manager Kate has passed on the kind acknowledgement of various staff members to them personally including Dr Tiguti, Practice Nurses, Receptionists and Wendy Torr the Health Care Assistant.

As the Patient Participation Group we were pleased that 81% of those questioned would recommend the Practice to family and friends, 13% had no opinion and only 5% stated they would not do so.

If you ever have any concerns, please contact Kate Robotham via reception, and if you have any suggestions for practical ways to improve services within the budget allocated, then please contact us at ppgchairperson@gmail.com or via reception. We would love to hear your ideas and you may even want to join us at our bimonthly meetings on a Wednesday 1:00 - 2:00 pm in the meeting room, or via email to receive the minutes and agendas.