

Waterhouses Practice Patient Participation Group Survey 2018

The PPG annual survey for 2018 took place during a week in October and was answered by **97 patients** attending four morning surgeries and two 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 2018 once more 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 three areas of the patient experience, (appointments, waiting room 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. **91%** of the patients surveyed thought this happened for them (88% last year). If you feel your symptoms are **serious**, please make sure you **explain this** when ringing the reception.

For less urgent problems, **59%** of patients thought they were seen the same day or within 2 - 3 working days (56% last year) with the remainder being seen within 1 + weeks. **94%** rated this good or fair. Now a trainee is in place, the number of patients seen on the same day will no doubt have risen. Of the 65 patients who have requested a phone call with a doctor, **80%** said they were able to do so and 20% thought they could sometimes do it.

94% of patients thought it easy to get an appointment at reception or by phone (90% last year). If you are ringing for an urgent appointment, then of course you will need to try from **8:00 am onwards throughout the day**, 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, **so as to not infringe data protection**. Appointments are always available 6 - 8 weeks in advance.

The Practice is pleased to remind you that **Extended Primary Care Access Services** have recently been launched nationally and therefore appointments are now available between **4pm and 8pm every day** at the following sites : **Leek Moorlands Hospital**, Haywood Hospital, Bradwell Hospital, Longton Cottage Hospital and Hanley Primary Care Access Hub. These are run by a team of GP Federation locum GPs and will have access to the patient's medical record following the patients consent to share. At the moment, these appointments can only be booked **through our Practice Reception**, either by phone or in person.

97% of patients thought that they had enough appointment time with the doctor (96% last year). Please remember that you can **book a double appointment** if you have **two** problems to discuss.

If after a hospital appointment you have already visited your doctor (to help explain the situation for example), and then received a hospital letter asking you to make a GP appointment, please ignore it. Hospitals are struggling to keep up with their admin.

Waiting Room Experience

While only **3%** 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).

If you would like a **glass of water**, please ask at reception. A water dispenser has been fully investigated, but was ruled out due to problems such as Legionnaire's Disease.

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.

There is an efficient queue system on the phone-line although not one which can denote your number in the queue. You will understand that the receptionist does not have enough time to do a call back.

Information Technology

The new automated arrival screen seems to be working well and **79%** of patients were happy to use it (58% last year).

14% of those questioned had used the **online booking system** for GP appointments (5% last year), **20%** had **emailed for repeat prescriptions** (25% last year) (waterhouses.prescriptions@nhs.net), and **19%** had **accessed the website** for

information (12% last year) (<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, Patient Participation Group Minutes of meetings, Pregnancy Care Plan, Minibus, Car Sharing and several more topics.

NHS England have recently funded **guest Wifi** in all GP waiting rooms. **Please ask at reception in order to discover how to set up your own password.**

Dispensary

As has been mentioned, one very efficient way of asking for **repeat** prescriptions is to **email the dispensary**, (waterhouses.prescriptions@nhs.net) **just asking for the named medication you are short of**. 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 DO NOT TICK ALL THE BOXES EACH TIME ON A PRESCRIPTION UNLESS THIS TIME YOU NEED ALL THE MEDICATIONS.** 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**. For example, one might be missing if you have been informed that you **need a review, but have not made that appointment yet**. 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. You will appreciate why it is not possible to automatically produce repeat prescriptions for collection each month, as wastage could be enormous.

And Finally.....

The Practice Manager Kate has passed on the kind acknowledgement of various staff members to them personally including Dr Tiguti, Dr Tukmachi, Practice Nurses, Receptionists, Sharon (who helps older patients) and Wendy Torr the Health Care Assistant.

As the Patient Participation Group, we were pleased that **80%** of those questioned would recommend the Practice to family and friends, 19% had no opinion and only 1% (1 patient) 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 trimonthly meetings on a Wednesday 1:00 - 2:00 pm in the meeting room, or via email to receive the minutes and agendas.

NEXT MEETING IS **WEDNESDAY 15th MAY** 2019. Ian Gibson from

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