

Waterhouses Practice Patient Participation Group Survey 2019

The PPG annual survey for 2019 took place during a week in October and was answered by **93** patients attending four morning surgeries and two afternoons. We thank all those patients for spending the time to do so. It was a pleasure to meet them.

The practice has its full complement of GPs and nurses, and 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. As from February 2020, we are also happy to welcome our new Dr. Madhu Byrareddy. He is replacing Dr. Ziad Tukmachi who has gone to join his family in Dubai. We thank him for his service here and wish him well in his new venture.

The survey questions covered four areas of the patient experience, (appointments, waiting room, dispensing of prescriptions and IT) and then asked for comments and suggestions. Bar Charts comparing 2018 with 2019 results can be found on the website.

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. **96%** of the patients surveyed remembered this as their experience. If you feel your symptoms are serious, please make sure you explain this when ringing the reception.

For less urgent problems, **80%** of patients thought they were seen the same day or within 2 - 3 working days (up from 59% in 2018) with the remainder remembering being seen within 1 week. **99%** rated this as Good or Fair. Now the GP trainees are once again in place, the number of patients seen on the same day will no doubt have risen,

100% of patients thought it Very Easy (69%), Fairly Easy (18%) or Easy (3%) 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.

98% of those asked found the reception staff superb (60%) or usually very helpful (38%).

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 patient's consent to share. At the moment, these appointments can only be booked **through our Practice Reception**, either by phone or in person. For more detail, please see the Practice website.

97% 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.

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).

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 may be 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, and you will also find the **blood pressure monitor**. Please make use of this facility. The result can be mentioned to the Dr. or nurse during your appointment.

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.**

Information Technology

15% of those questioned had used the online booking system for GP appointments, **30%** had emailed for repeat prescriptions (waterhouses.prescriptions@nhs.net), **76%** were happy to use the automated arrival screen and **21%** 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 funded guest Wifi in all GP waiting rooms. You can register at reception in order to discover the details for access and register a password. This is of course required for patient confidentiality.

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. You will appreciate why it is not possible to automatically produce repeat prescriptions for collection each month, as wastage could be enormous.

PLEASE DO NOT TICK ALL THE BOXES EACH TIME ON A PRESCRIPTION UNLESS THIS TIME YOU NEED ALL THE MEDICATIONS.

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 **92%** of those questioned would recommend the Practice to family and friends, **6%** had no opinion and only **2%** 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.