

# Village Green Surgery Patient Reference Group News – Spring 2013

The surgery has an online Patient Reference Group made up of people of all ages who are keen to help up develop services in the practice. Over recent months we have asked them a number of questions which arose following a questionnaire which was done in the practice.

We collected their responses by sending them an email with a link to a short online survey. The posters you see here show the responses left by our patients and the actions we are taking as a result of this.

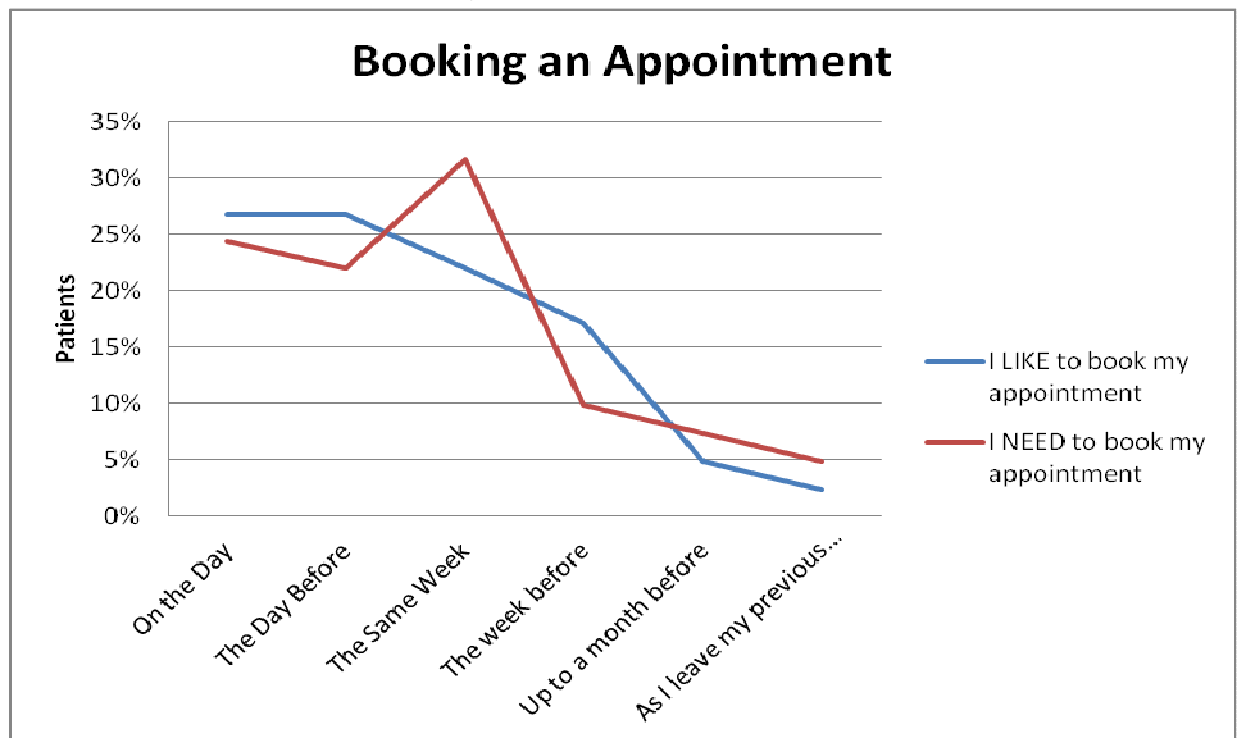
If you are a patient registered with us we would love to have you join our group. You can either ask at reception or send us a message via our website:

[WWW.VillageGreenSurgery-Wallsend.NHS.UK](http://WWW.VillageGreenSurgery-Wallsend.NHS.UK)

You can also see all of the work we have done with the group on this website.

## **When do patients feel they need to book appointments?**

The practice was interested to know how far in advance the PRG patients LIKE to book appointments, and how far in advance they NEED to book them.

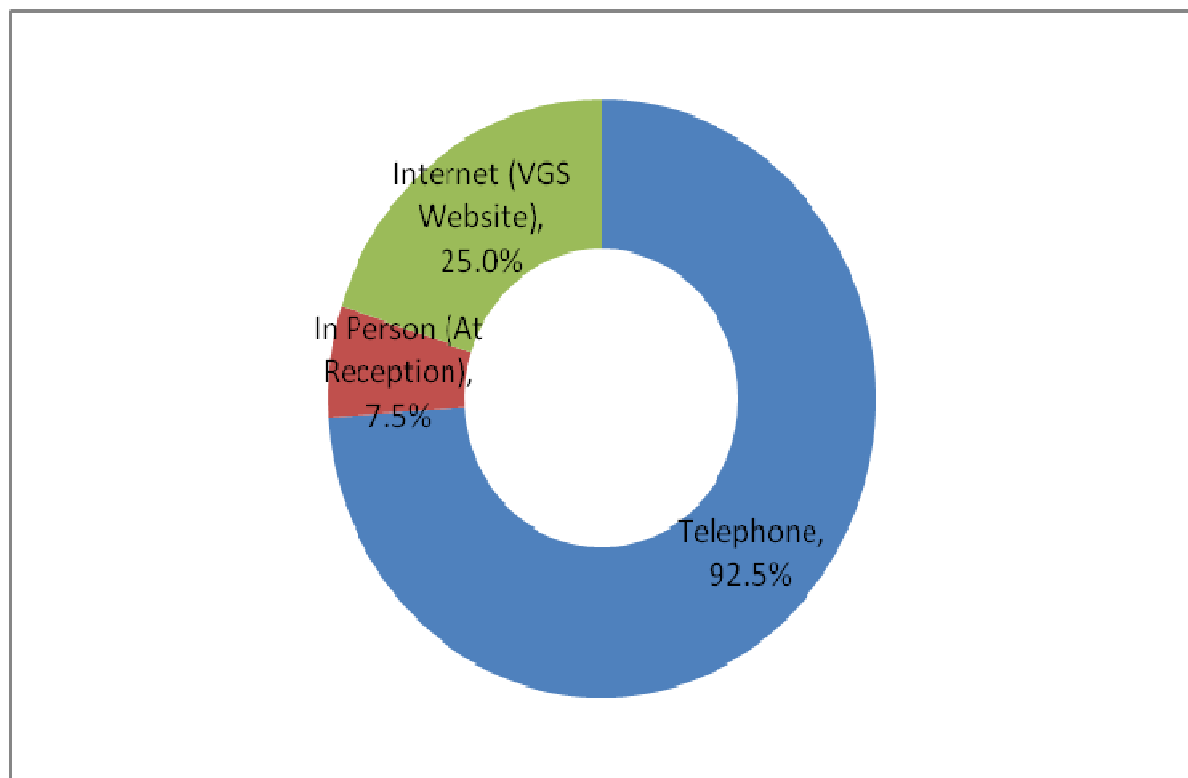


## **What are we doing as a result of this?**

We will take a more in depth look at this issue to understand whether our appointment system is fully meeting the needs of our patient population. There is no perfect answer to this, as different people want different things. We will monitor the calls taken by our reception team to find out how often patients are asked to ring at another time to get an appointment.

## Appointment Booking Preferences

The Patient Reference Group was asked how they book their appointments. They were asked to select all options that they use.

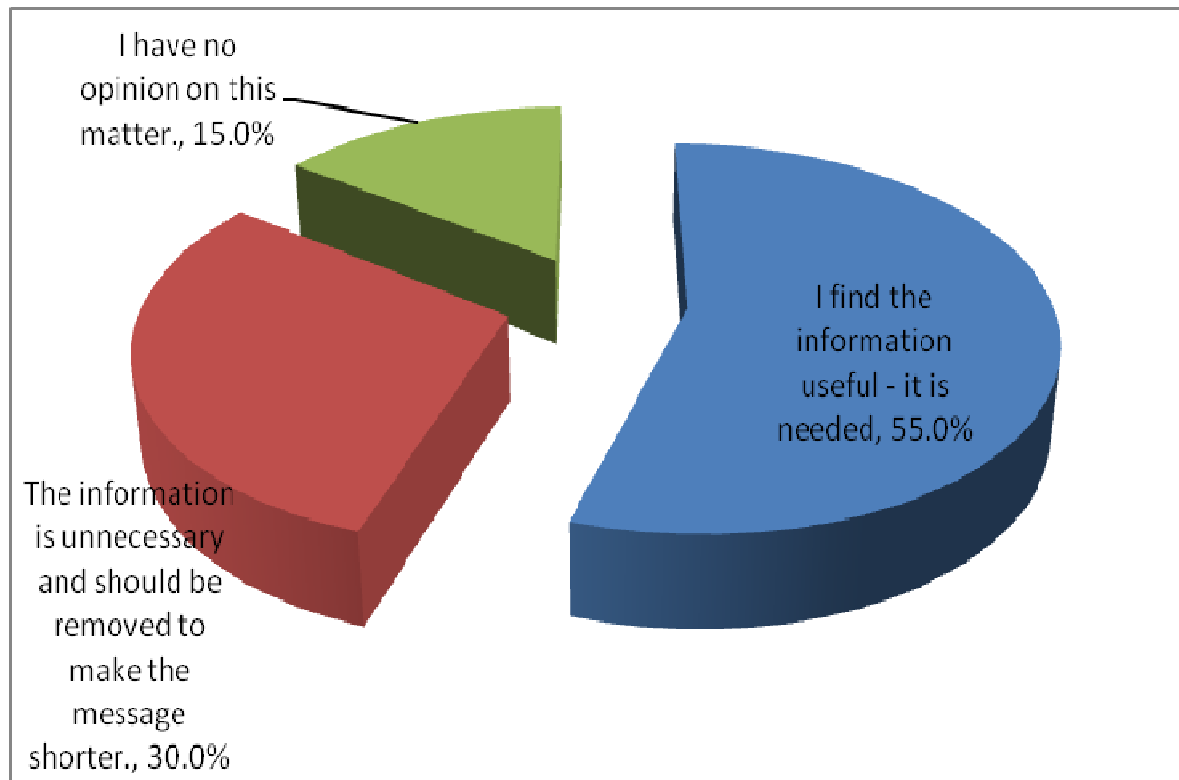


## What are we doing as a result of this?

The overwhelming preference is for phone booking. We will therefore ensure that this service is maintained and developed using technology and ongoing training. Booking via our website is slowly growing, and we will reinforce the advertising of this service to people who are currently unaware of it.

## **Telephone Switchboard Message**

The Patient Reference Group was asked whether the surgery switchboard greeting which lists phone numbers was helpful, or whether it should be shorter.

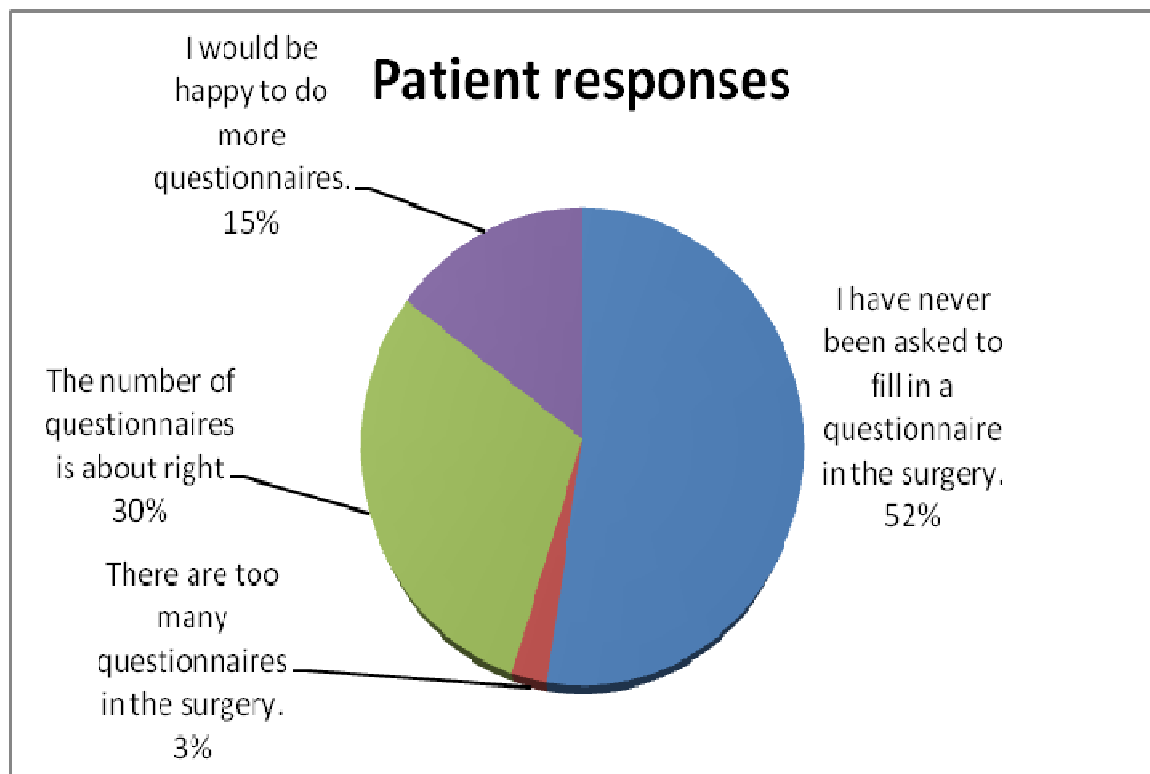


## **What are we doing as a result of this?**

There was no huge majority for any of the options, but the one with the highest response “I find this information useful – it is needed” garnered 55% of the votes. We will therefore leave it as it is.

## **Number of Questionnaires**

The Patient Reference Group was asked to comment on the number of questionnaires we ask patients to complete whilst in the waiting room.



## **What are we doing as a result of this?**

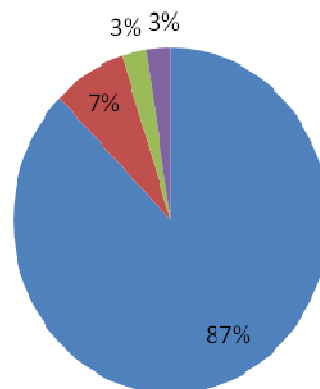
The doctors are grateful that patients are willing to fill in the questionnaires in the waiting room, and were glad that 97% of respondents expressed no issues. This will help us greatly, as changes in legislation mean that we will need to ask people to fill in more questionnaires in future. We will use all the information to improve our services.

## **Warmth of Greeting**

The Patient Reference Group was asked “Does the warmth of the doctors or nurses’ greeting concern you, and do you consider this a good use of time or do you just want to get on and discuss your concerns?”

### **Patient Views**

- I think the way the doctor/nurse greets me is important. It is a good use of time.
- I am unconcerned how the doctor greets me.
- I think the way the doctor/nurse greets me is unimportant. This is not a good use of time.
- I have no opinion on this matter

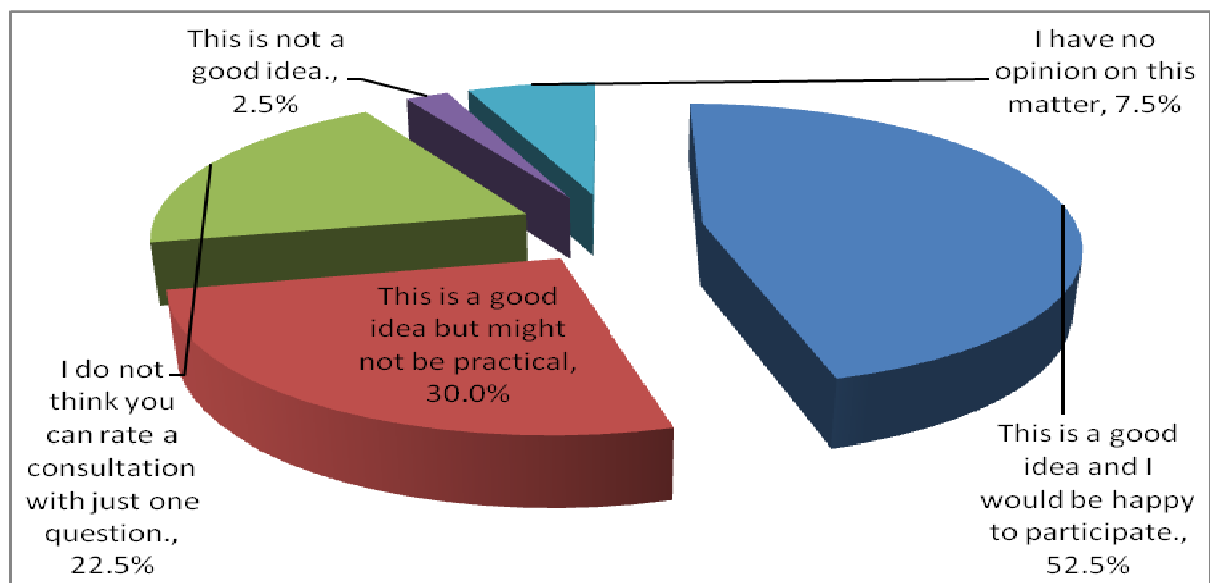


## **What are we doing as a result of this?**

Response of meeting: The doctors are keen to deliver the best possible service to our patients, but are aware that communication skills are very important. We will ensure that the ongoing training which we organise continues to emphasise the importance of consultation skills alongside clinical excellence.

## **Instant Rating of Consultations**

The Patient Reference Group was asked “what do you think of the idea of rating your experience today as you leave the surgery with a single question *how do you feel your consultation went today*”. Multiple responses to the question were allowed.

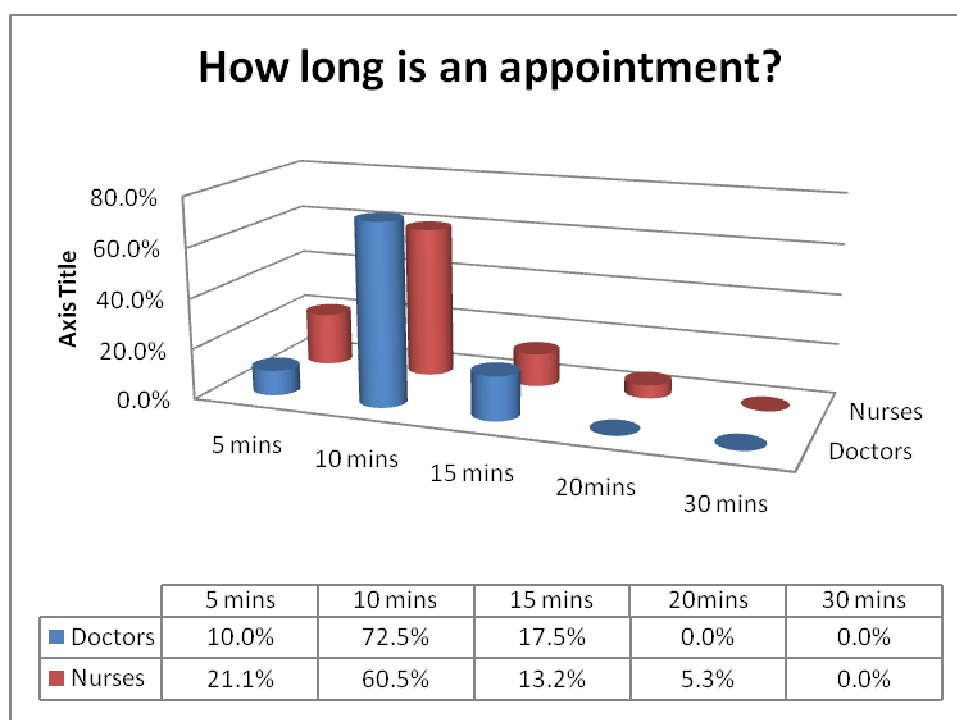


## **What are we doing as a result of this?**

1. Response of meeting: The generally positive response to this question is interesting. Since asking this question of our Patient Reference Group, the government has indicated that it intends to introduce the “friends and family test” (for example “based on your consultation today would you recommend this practice to your friends and family”). As this might become a legal requirement, we will await guidance on the matter before pursuing it.

## Length of Appointments

Patient Reference Group members were asked whether they knew how long the doctor or nurse had for the consultation.



## What are we doing as a result of this?

This question was asked to aid us in planning appointments.

Many appointments over-run, and we were curious as to whether patients were aware of how long the GP or nurse had been given to discuss their issues. The majority of patients seem aware of the length of their appointment. We will use this data to help our doctors plan their consultations with patients.

*The correct answer is:*

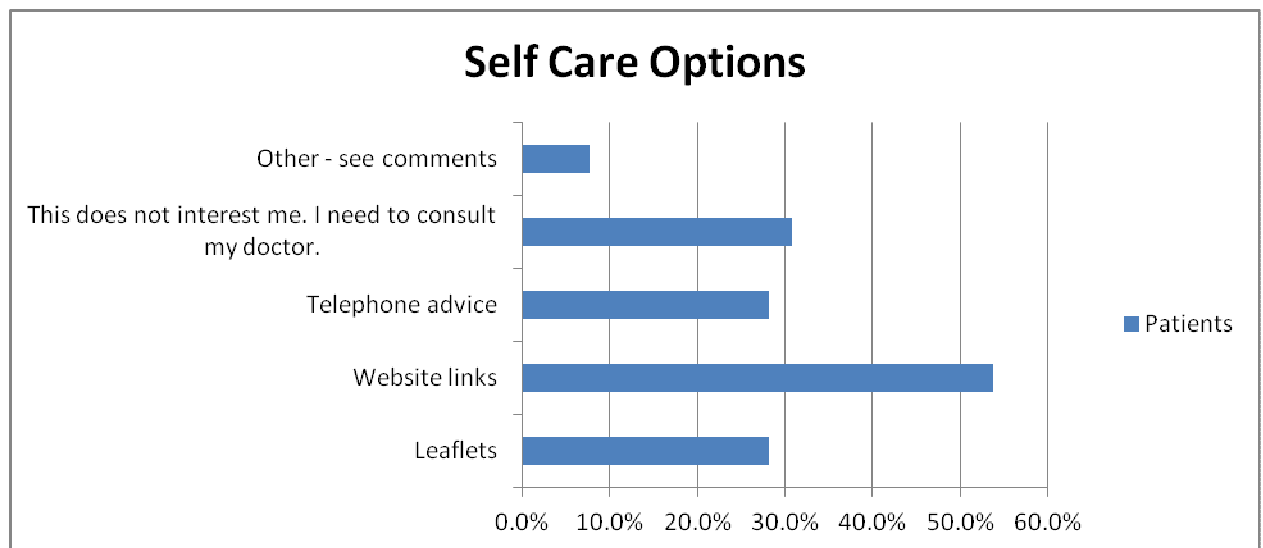
*Doctors – 10 minutes*

*Nurses – 15 minutes*



## **Self Care Resources**

The Patient Reference Group was asked whether it was interested in more information on “self care” (managing their own health without consulting a doctor or nurse. They were asked what format this should take.



## **What are we doing as a result of this?**

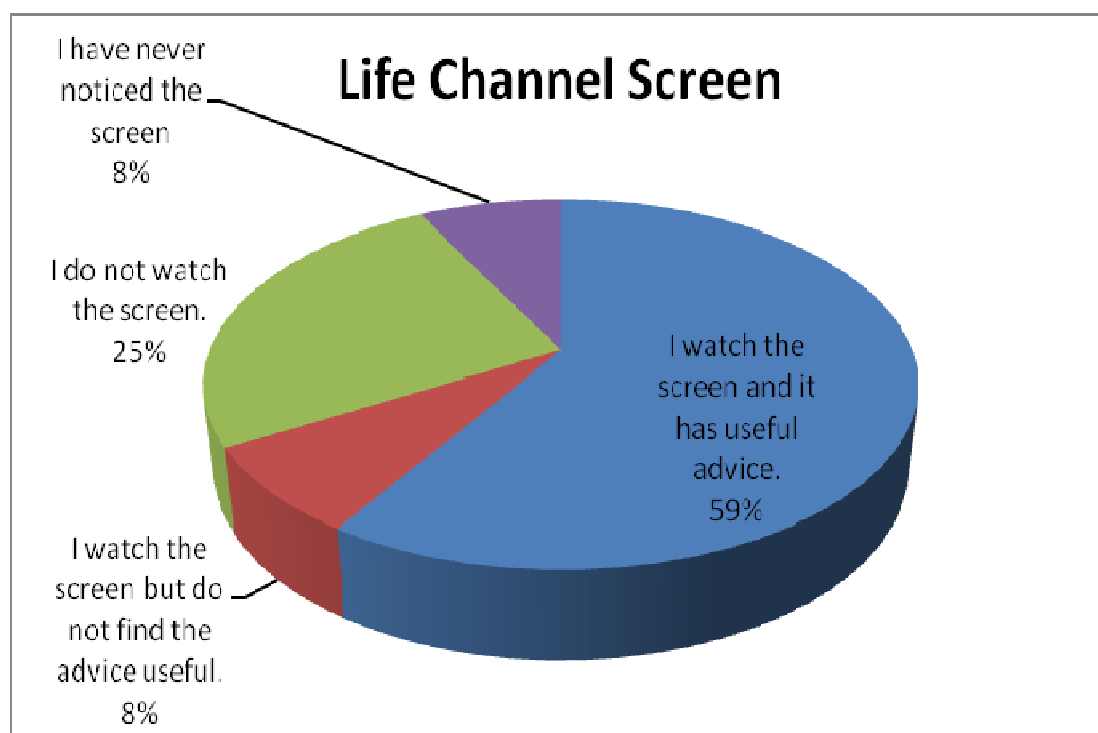
We will use our website to meet the demand for more useful links.

We have commissioned a new improved website with more capacity to include links and resources useful to patients and carers.

[WWW.VillageGreenSurgery-Wallsend.NHS.UK](http://WWW.VillageGreenSurgery-Wallsend.NHS.UK)

## **Waiting Room Computer Screen**

The Patient Reference Group was asked for views on the usefulness of the “life channel” screen in the waiting room.



## **What are we doing as a result of this?**

We are pleased to note that the screen is popular with Patient Reference Group members. As lots of people clearly watch it, we will explore with the “Life Channel” whether we can add content which will be locally relevant.