

Village Green Surgery Patient Reference Group News – Spring 2014

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.

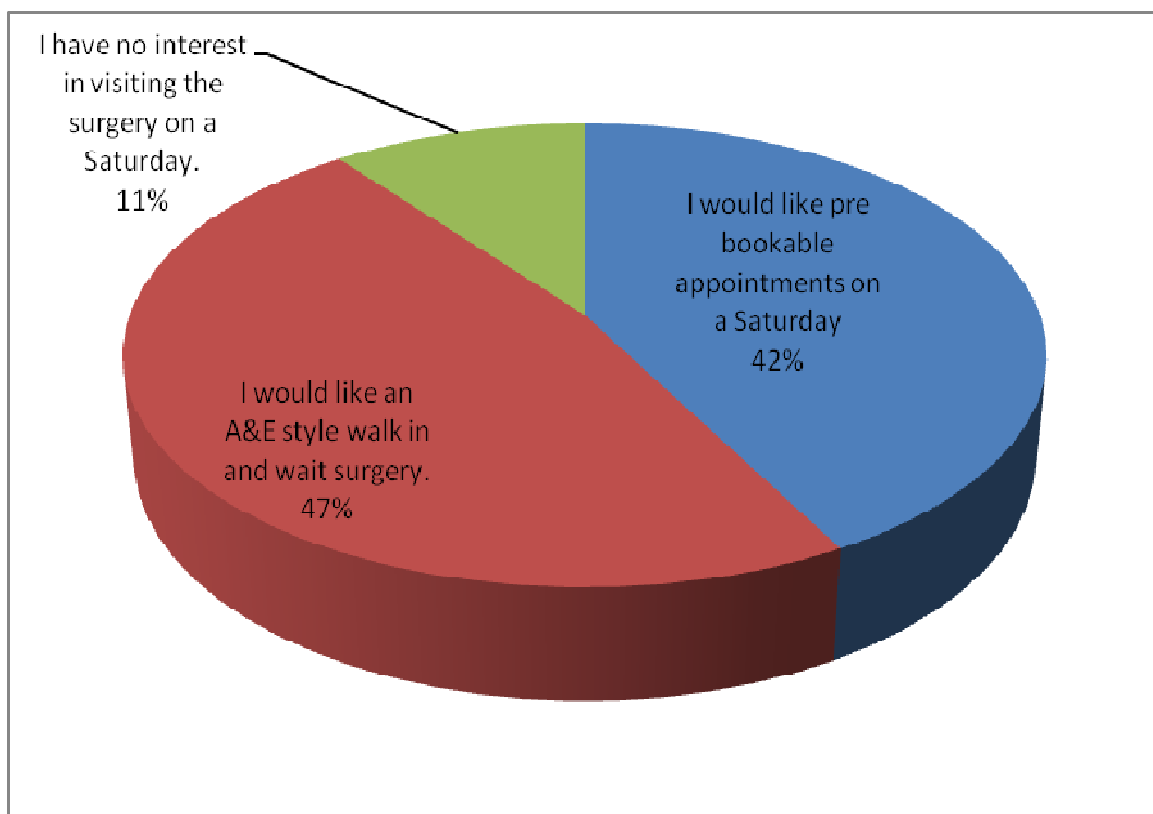
If you are a patient registered with us we would love to have you join our group. You can either ask at reception or send us a message via our website:

WWW.VillageGreenSurgery-Wallsend.NHS.UK

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

Patient Views on Potential Saturday Surgeries

The Patient Reference Group was asked if funding can be found to set up Saturday surgeries, would they want pre bookable appointments or walk in ones (like A&E)?



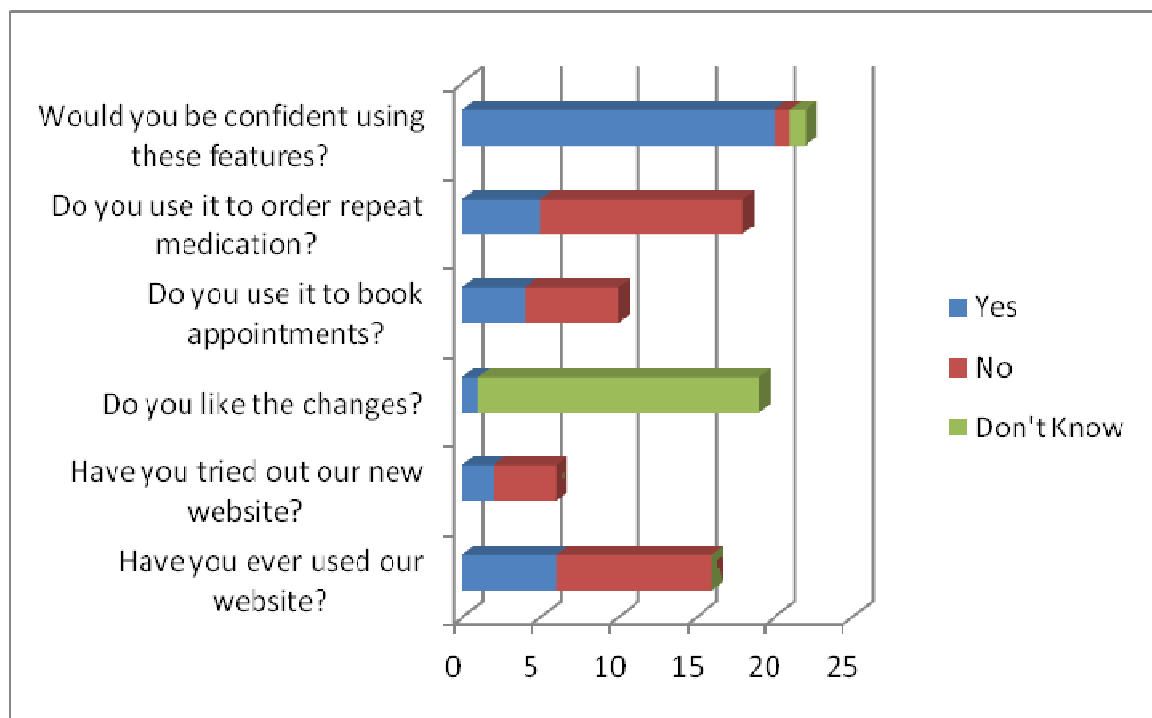
What are we doing as a result of this?

We will take these views into account when the opportunity arises for funding to run GP surgeries at the weekend. Clearly there needs to be a 50/50 mix of “walk-in” appointments and pre-bookable appointments.

What do you think of our new Website?

The Patient Reference Group was asked the following questions:

- Have you ever used our website?
- Have you tried out our new website?
- Do you like the changes?
- Do you use it to book appointments?
- Do you use it to order repeat medication?
- Would you be confident using these features?

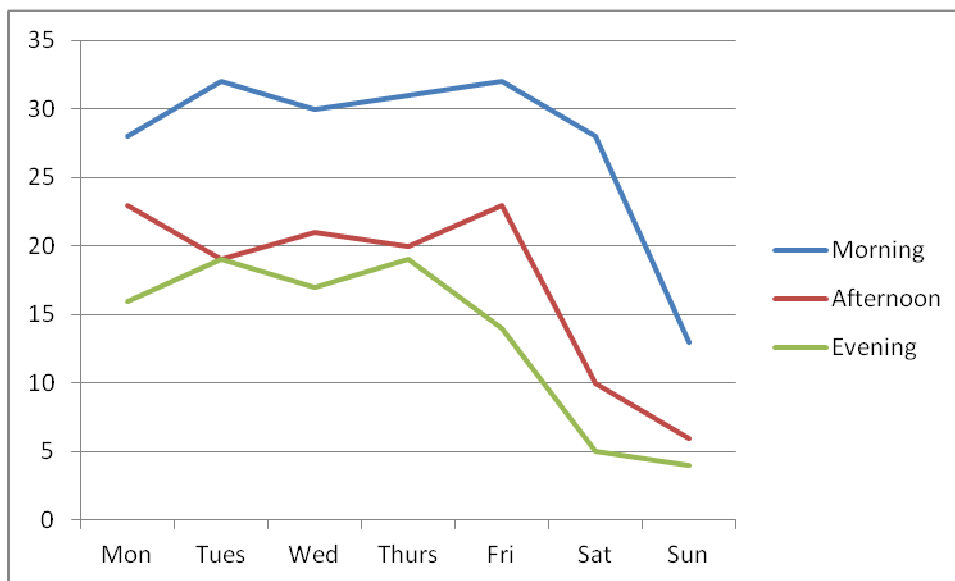


What are we doing as a result of this?

We will work harder to advertise the website and its functions, and encourage more patients to access our services via this portal. Local libraries are to be contacted to see if they will allow patients who do not have internet access at home to use their computers.

When Do You Prefer to Visit the Doctor?

We asked the Patient Reference Group for their preferred times of the week to visit the surgery for a pre-booked appointment. Weekends were been included for research purposes only.



What are we doing as a result of this?

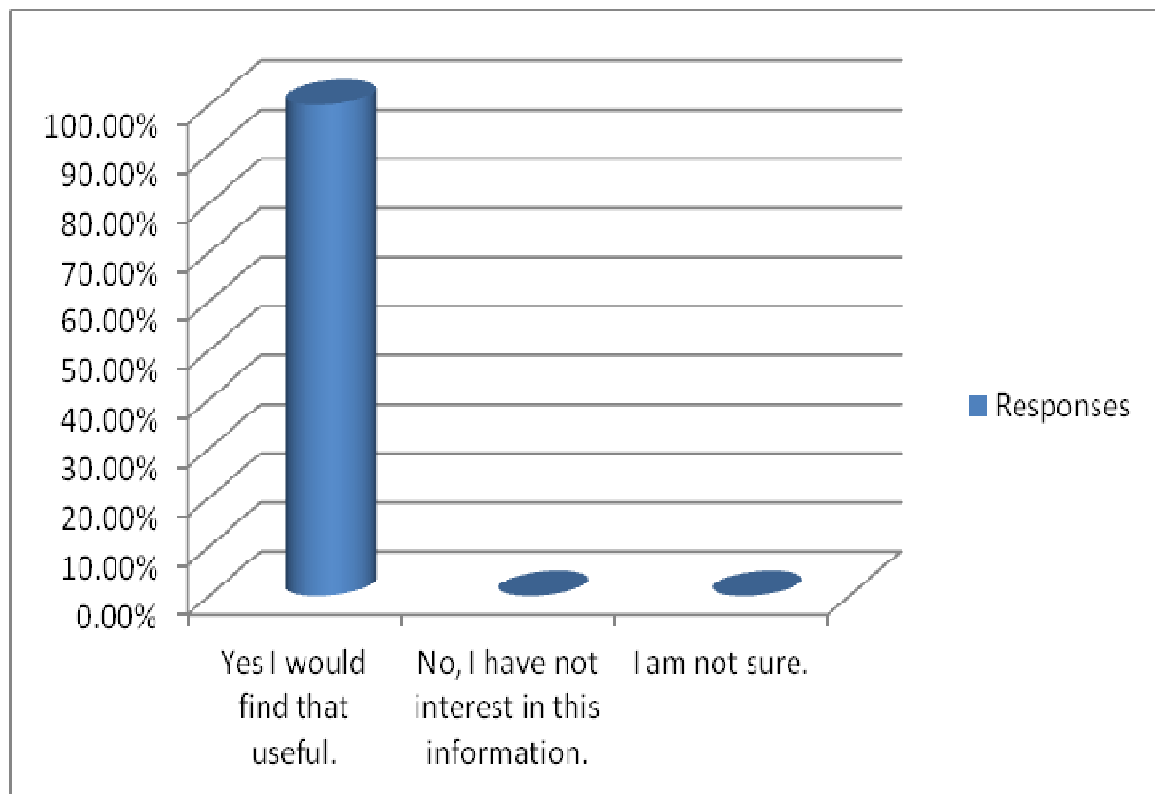
We will make more appointments available at the most popular times. Early mornings are popular with working patients, as are evening surgeries.

If and when we open on a Saturday clearly the morning is by far the most popular option.

Nobody seems to want appointments on a Sunday despite what politicians say – noted.

Information about the doctor running late

The Patient Reference Group was asked “When doctors are running late would you like to know when you check in?”



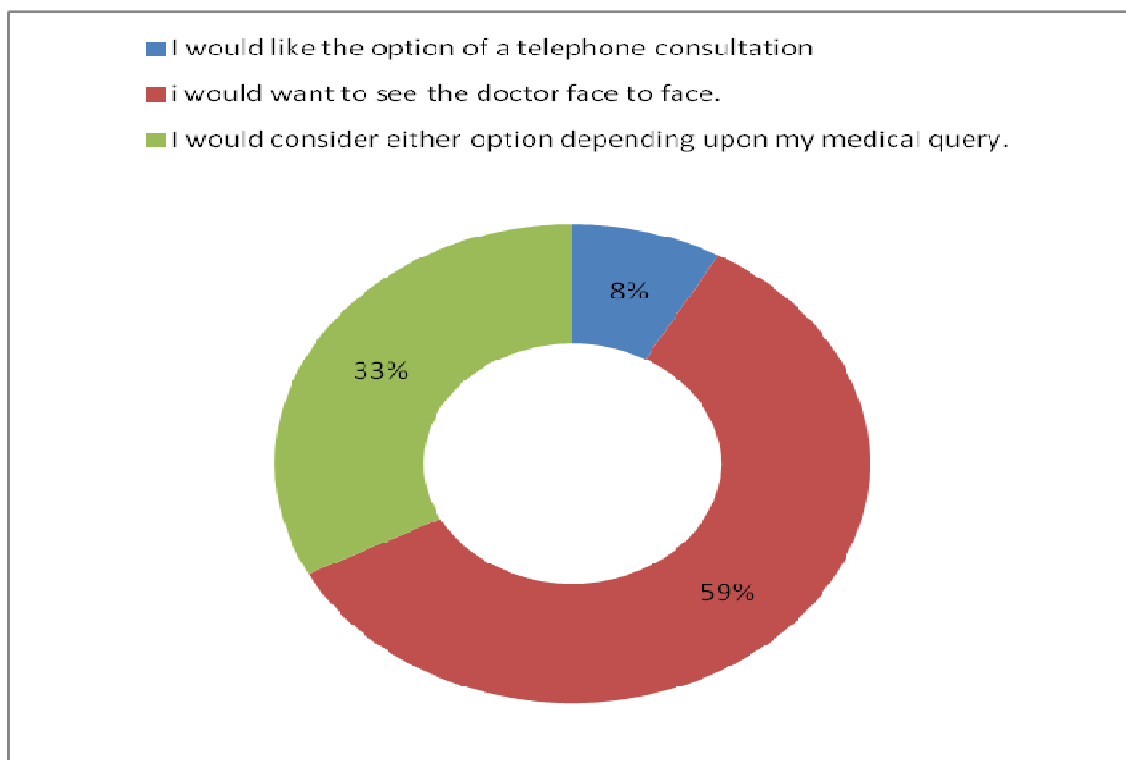
What are we doing as a result of this?

The results of this were unequivocal with 100% approval for one option!

The Automated Patient Check In System will be updated with a message which automatically lets everyone know how late the GP is running.

What are patient preferences when the doctor running late?

The Patient Reference Group was asked if a GP is running late when you arrive, would you prefer the option of a telephone consultation instead, or do you prefer to wait to see the doctor face to face?

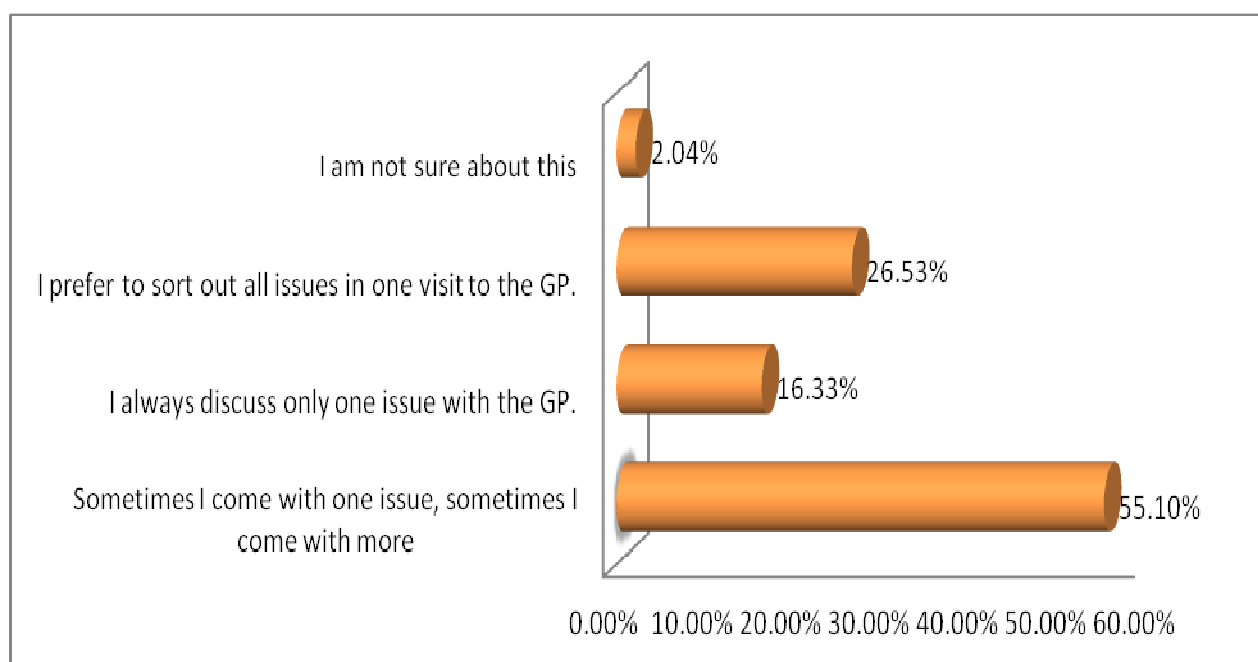


What are we doing as a result of this?

There is no single option which suits everyone. Therefore, we will offer choices to all patients when the GP is running late. We will advertise that if the patient wishes, and it suits their medical needs, they may opt to convert their appointment to a telephone consultation, and the GP will ring them back at a mutually suitable time.

How do patients prefer to consult their Doctor?

The Patient Reference Group was asked how they prefer to consult their GP? Do they come each time you have an issue, or do they prefer to address everything with a “one stop shop”?

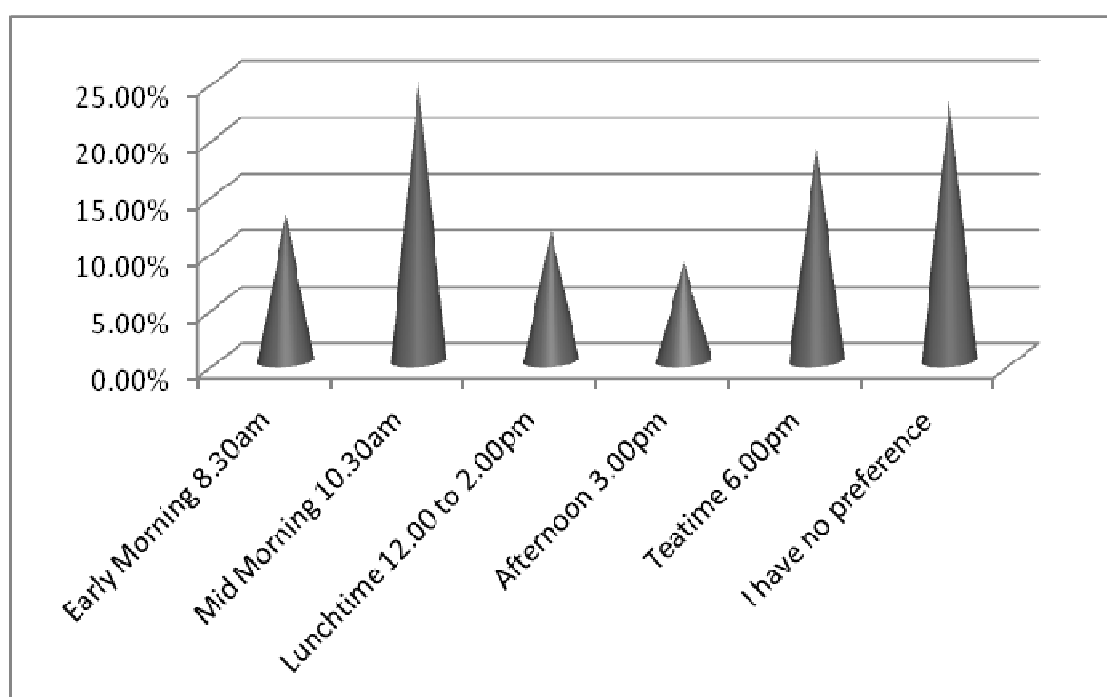


What are we doing as a result of this?

GP appointments are ten minutes long. Only 16% of the Patient Reference Group discuss a single issue in their consultations, so for everyone else fitting everything in is an issue. Surgeries will be amended, to try and minimise over-runs

Telephone Consultations

We offer telephone consultations every day, but they are often unused. The Patient Reference Group was asked what time they would prefer a telephone consultation if they were pre-booking one?

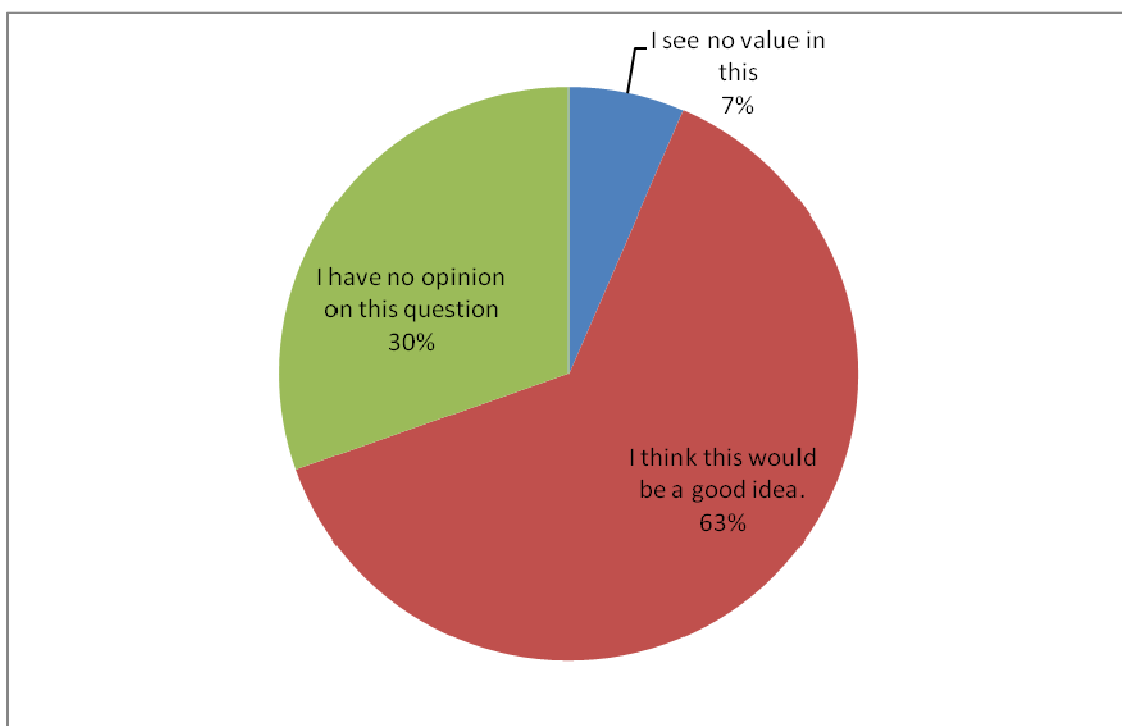


What are we doing as a result of this?

The two most preferred times for telephone consultations are mid morning and late afternoon (teatime). The reception team has been instructed to book late afternoon telephone consultations into GP surgeries in line with patient preferences.

Feedback on Team Members

The surgery deals with complaints in line with mandatory NHS procedures. However, we are keen to recognise team members who have provided excellent service as well. The Patient Reference Group was asked how should we do this, and would they want to participate?



What are we doing as a result of this?

We will look at creating a simple system for patients to let us know if someone has offered exceptional service.