

Village Green Surgery Patient Reference Group News – Spring 2012

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.

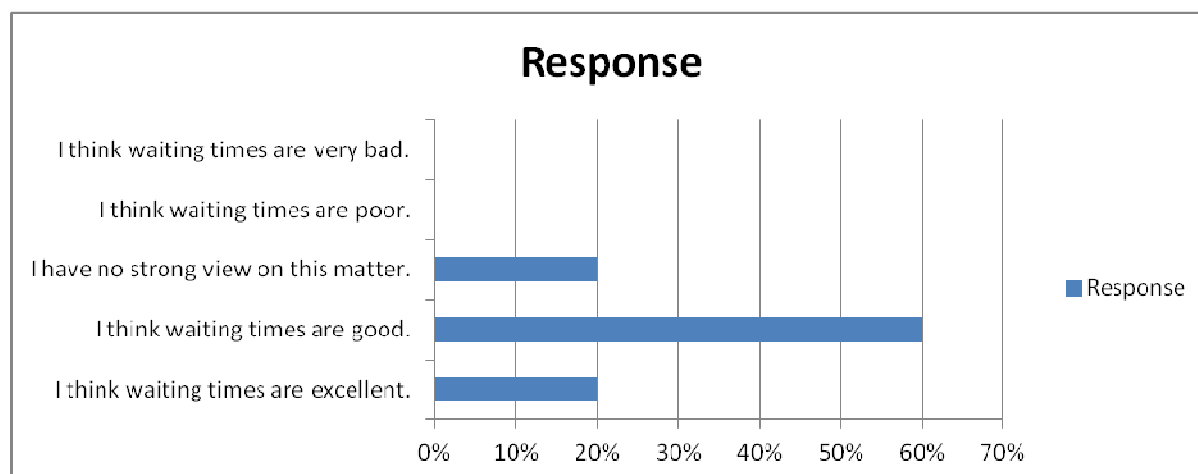
If you are a patient registered with us we would love to have you join our group. You can either ask at reception or send us a message via our website:

WWW.VillageGreenSurgery-Wallsend.NHS.UK

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

Waiting time in the surgery

The practice has recently altered the timings of surgeries to try and reduce late running by GP's at busy times. The Patient Reference Group was asked if they think the changes are working. The results of our online survey were as follows:



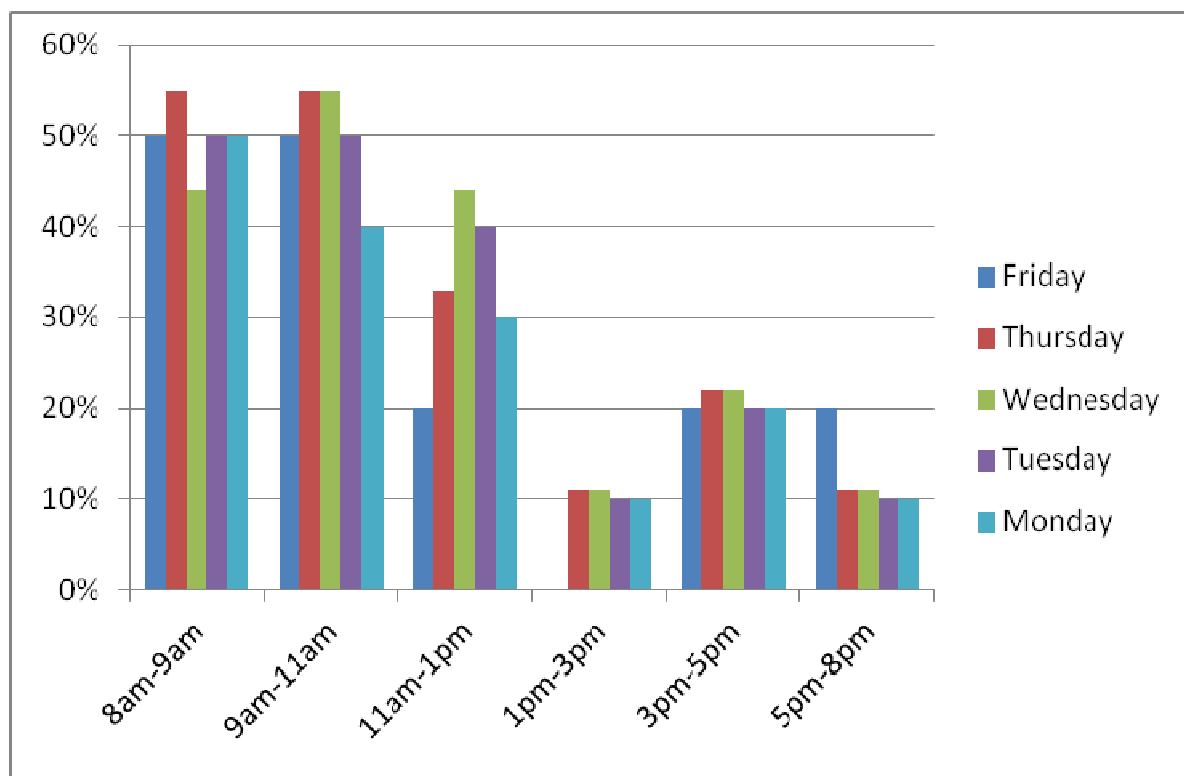
What are we doing as a result of this?

It is pleasing to see recent changes seem to have been well received by the patients surveyed. However, we will continue to monitor this as an ongoing item.

We are aware that this is an issue which does cause great concern when it goes wrong.

Satisfaction with Availability of Appointments

The practice now offers numerous late night surgeries, so the Patient Reference Group was asked when they find most convenient to attend the surgery. A range of options throughout the day was considered. The results of the online survey were as follows:



What are we doing as a result of this?

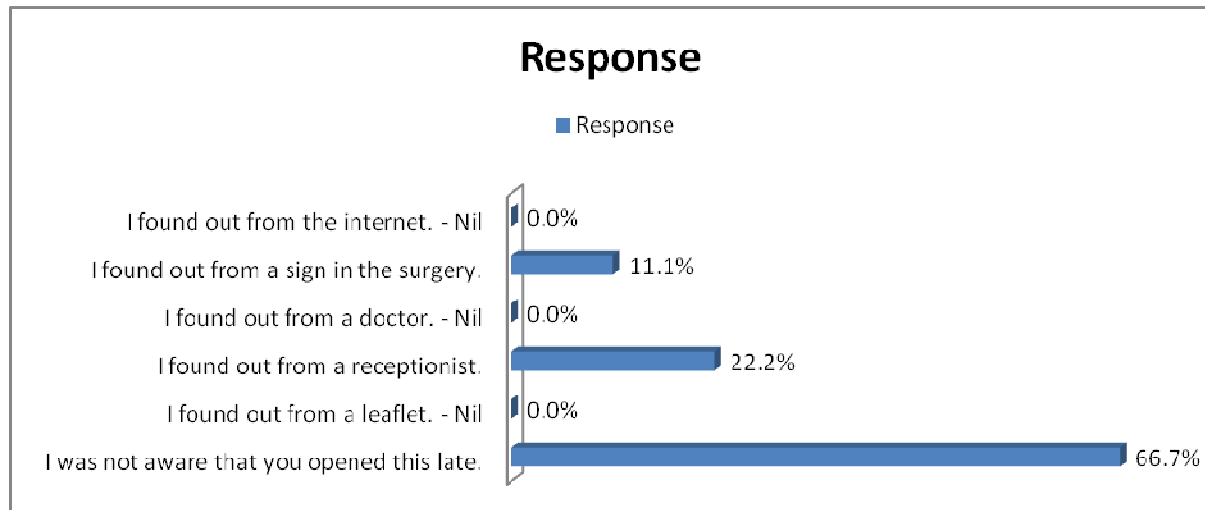
We were surprised at the outcome of the survey, particularly the preference for early mornings and a distinct lack of interest in evening surgeries.

We are going to review the current appointments we offer with a view to possibly reducing the number of late night surgeries and increasing the number of appointments available prior to 8.30am.

This will require agreement from local NHS management.

Late Night Surgeries

The Patient Reference Group was asked how successful we have been at communicating the availability of these surgeries, and if not how we can improve our communication. The results of the online survey were as follows:



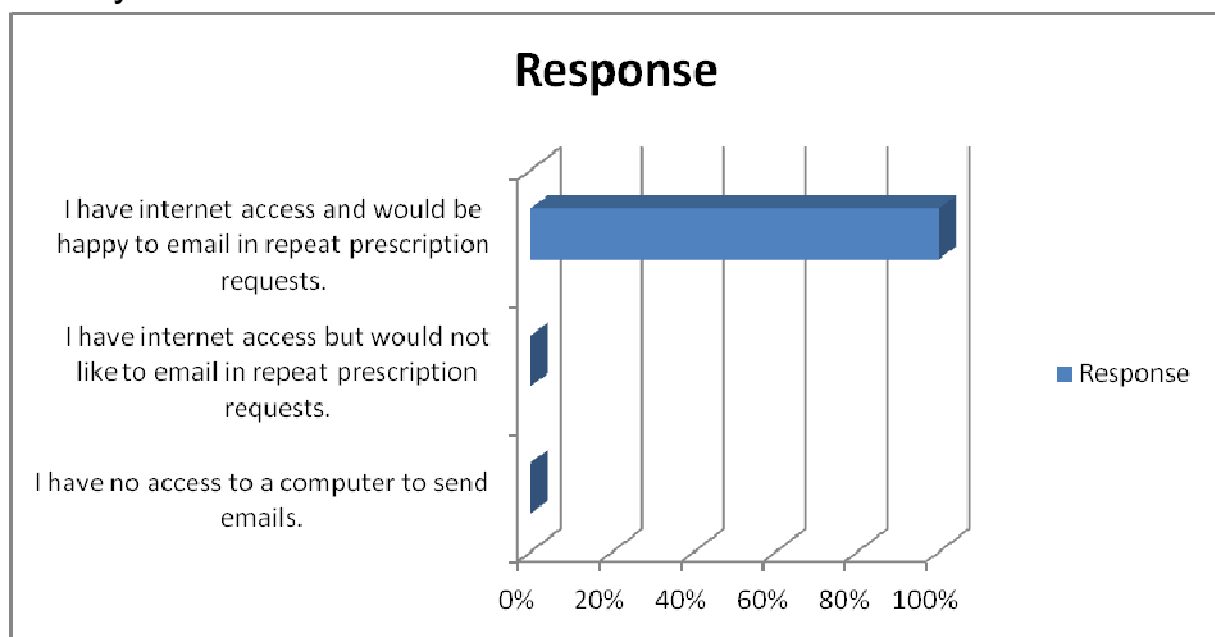
What are we doing as a result of this?

There is to be more advertising of the appointment times available

- On our proposed leaflet which will be delivered door to door
- On the improved website
- More signs in the building highlighting opening hours
- A sign on the street? Subject to planning restrictions.

Telephone & Email Access

The greater use of email may help with telephone access, as hiring extra staff is not an economic solution. The Patient Reference Group was asked whether they would consider using email to order repeat prescriptions, and whether they use the internet to book appointments. The results of the online survey were as follows:



What are we doing as a result of this?

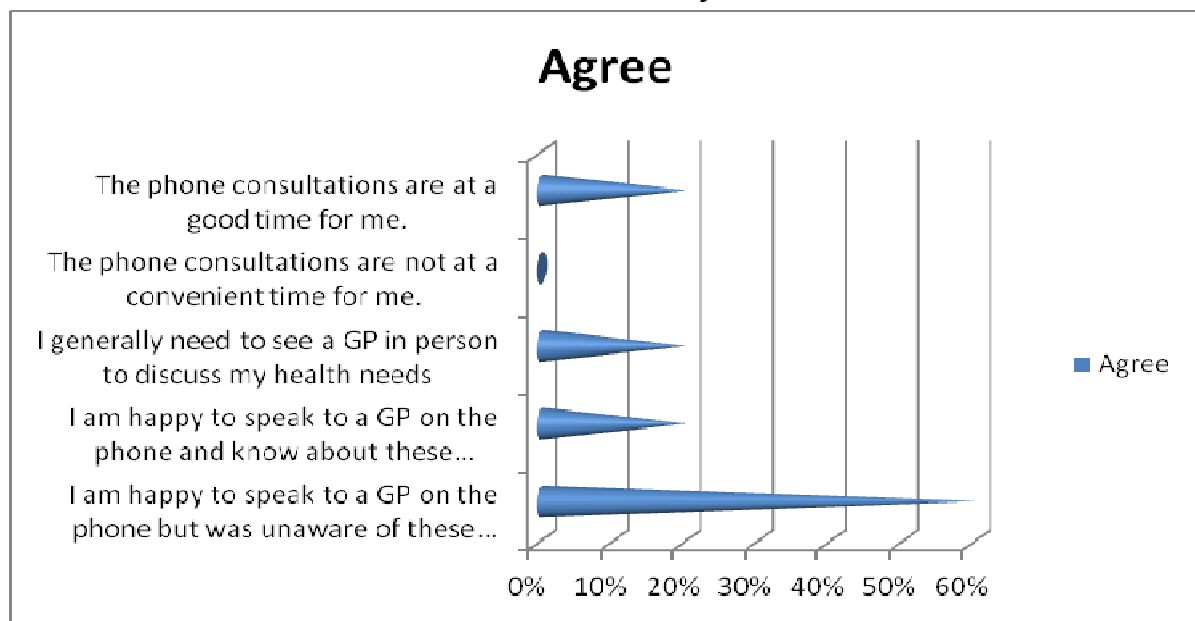
We already have a patient email inbox for messages on our website.

This will be utilised to accept prescription requests. Patients will be able to email in requests for repeat prescriptions and will be sent a response informing them when it will be ready for collection.

We will publicise this as widely as possible.

Speaking to a GP on the Phone

The low satisfaction on this issue in our recent questionnaire was a surprise, as we have numerous spare telephone consultations every day. The Patient Reference Group was asked whether they are aware of them, and if they would use them. The results of the online survey were as follows:



What are we doing as a result of this?

We are going to take a long hard look at this.

We are going to review the length of the phone consultations to see if they can be made more useful and effective.

We will work harder to publicise these consultations and improve access for patients to them.

Would people recommend us to their family and friends?

The Patient Reference Group was asked this question and given the opportunity to comment on both GPs and Administration staff. We have not edited the responses or removed any negative ones. This is a representative selection of them:

Responses:

Of Course as I have always has excellent service from this practice and have complete faith in the G.P.s

Yes. Good doctors.

Yes I would, generally receive a good service.

Yes. My wife changed to the Village Green from xxxx.

Yes I would recommend to friends and family.

Yes

Yes

I most definitely would. I have consistently found that the service offered is excellent and the vast majority of the doctors I have seen have dealt with my conditions and concerns with understanding and professionalism.

Yes. I have found the staff very friendly and helpful

Yes I would recommend your surgery as I find all of the staff professional, caring and helpful.

Thank You!

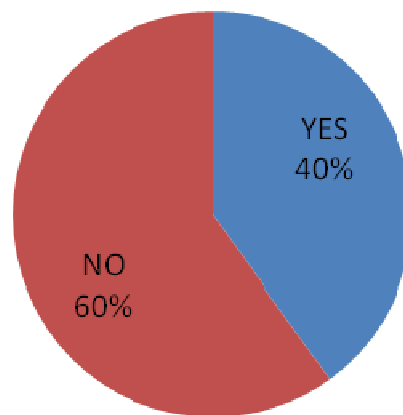
In a world where complaining has become a national hobby, it was lovely to discover that a lot of people are happy with our services.

However, we are aware that sometimes problems occur. When they do we will always do our best to rectify them and respond appropriately.

Practice Leaflet

We asked the Patient Reference Group whether they were aware of it, and what would they like to see on it?

We have a practice leaflet. Have you ever seen it?



Comments were as follows:

Opening times, out of hours service

Opening times Doctors available Doctor's special interests and expertise

Surgery times (especially early and late appointments) Opening times Details of all the clinicians What service you offer. This should be given to patients when they register and made available on the practice website to download.

All up to date information

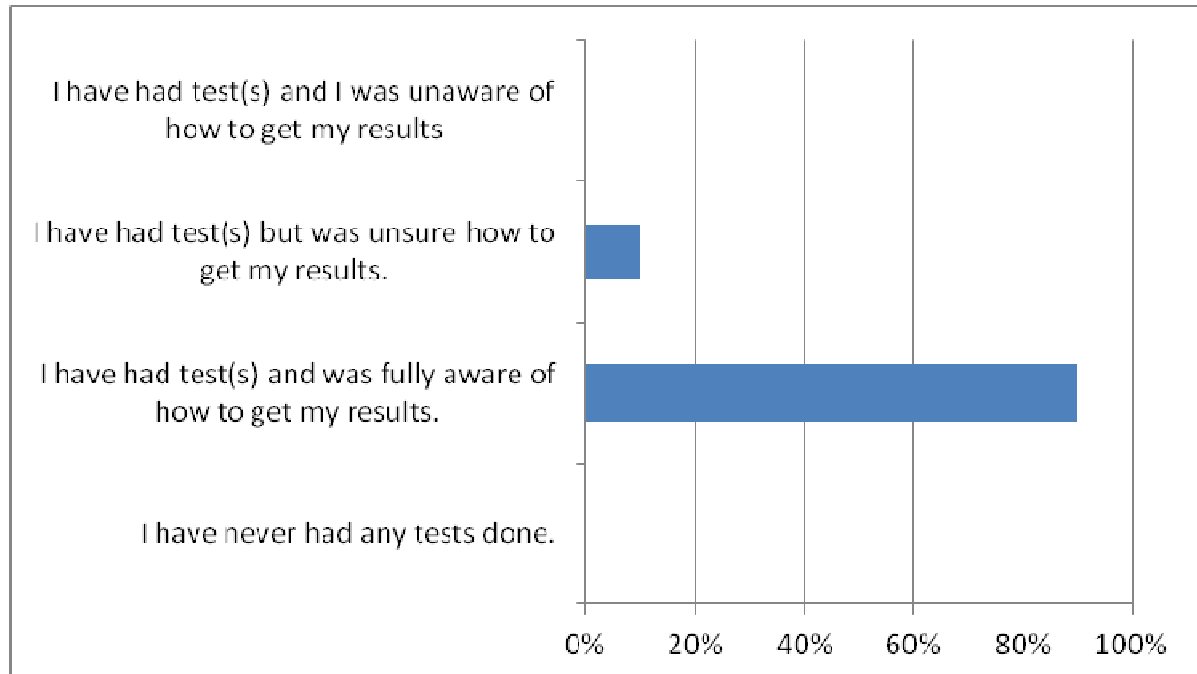
Information about changes to the running of the practice or staff.

What are we doing as a result of this?

We are going to have a brand new practice leaflet which will highlight the services we offer and things which we do differently which people may not currently be aware of.

Test Results

In relation to general satisfaction with our services, the Patient Reference Group was asked whether it is happy with the way they get results from us.



What are we doing as a result of this?

We are pleased that 90% of patients were happy with the way we handle their test results. However, we will keep an eye on this to ensure everything we do is safe and in the best interests of our patients.

General Comments

The survey to the Patient Reference Group had a comment section for general comments and suggestions. Here are the comments and our responses:

Your newsletter is generally quite good. I think it should also be available on the practice website (if it isn't already) and maybe you should consider having a mailing list to send it to patients electronically.

Practice newsletters will be added to the website.

I have had problems using the on line appointments so don't bother any more. I would like that service to be more reliable and possibly have more appointments available.

Our online appointment provision from the software supplier is to be monitored ongoing for reliability

Question 5 - Telephone consultations are a good thing but not of any use to deaf or severely hard of hearing patients. Could MSN be considered in these cases?

GPs were not happy about using an insecure network such as MSN to discuss patient issues

I'm not sure what time span is allocated for a doctor's appointment (is it 10 mins?), but perhaps it could be increased slightly (to say, 15 mins), so that waiting times could be reduced.

Waiting times were discussed in another question. The appointments are ten minutes long. Sadly it would not be generally practical to increase them to fifteen minutes as we would not have enough time in the day to see everyone.

Not a major issue, but if the surgery intends to continue with the Staff Photograph board, it should be as up to date as practicable. However, I do appreciate the effort it would take to comply.

The team photograph board is to be updated.