

Village Green Surgery Patient Reference Group News – Spring 2015

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.

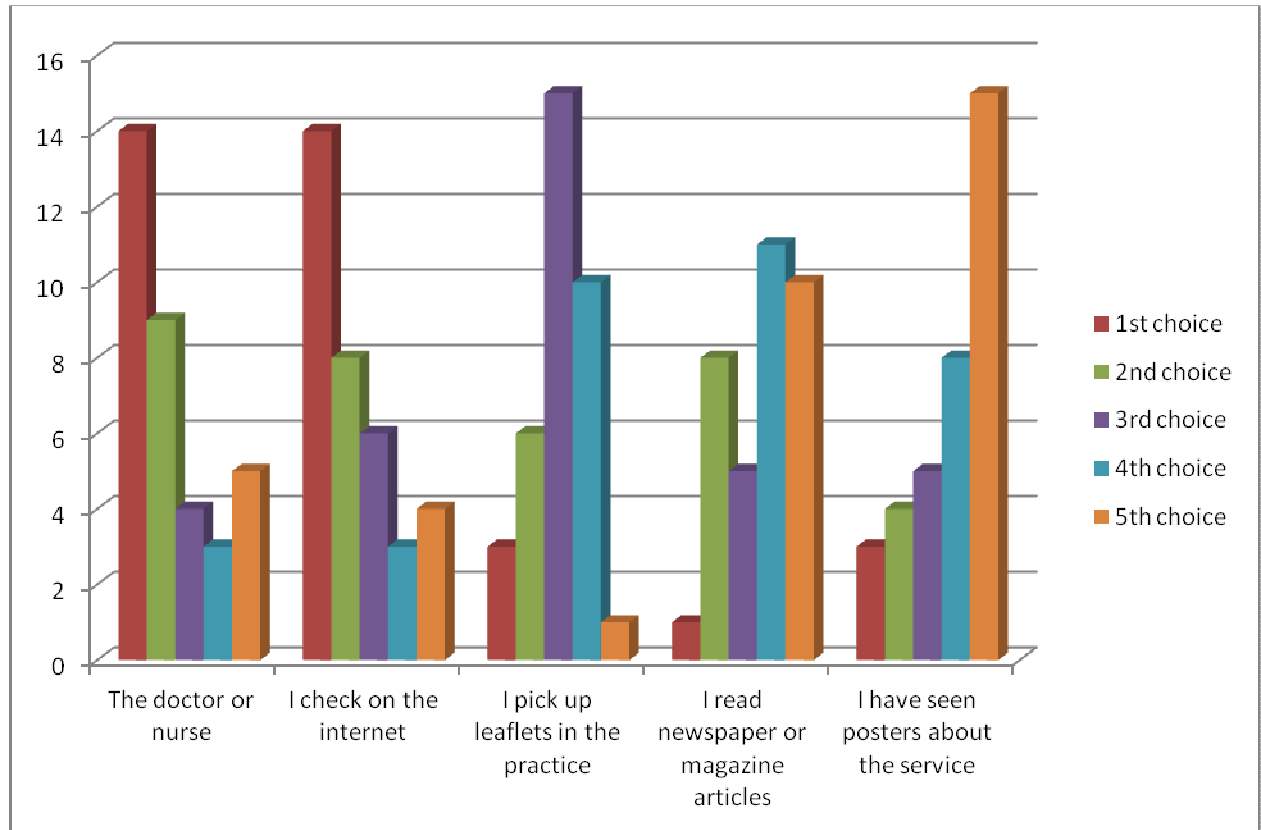
If you are a patient registered with us we would love to have you join our group. You can either ask at reception or send us a message via our website:

WWW.VillageGreenSurgery-Wallsend.NHS.UK

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

Sources of Information

The Patient Reference Group was asked to rank preferences as to how they locate health information.



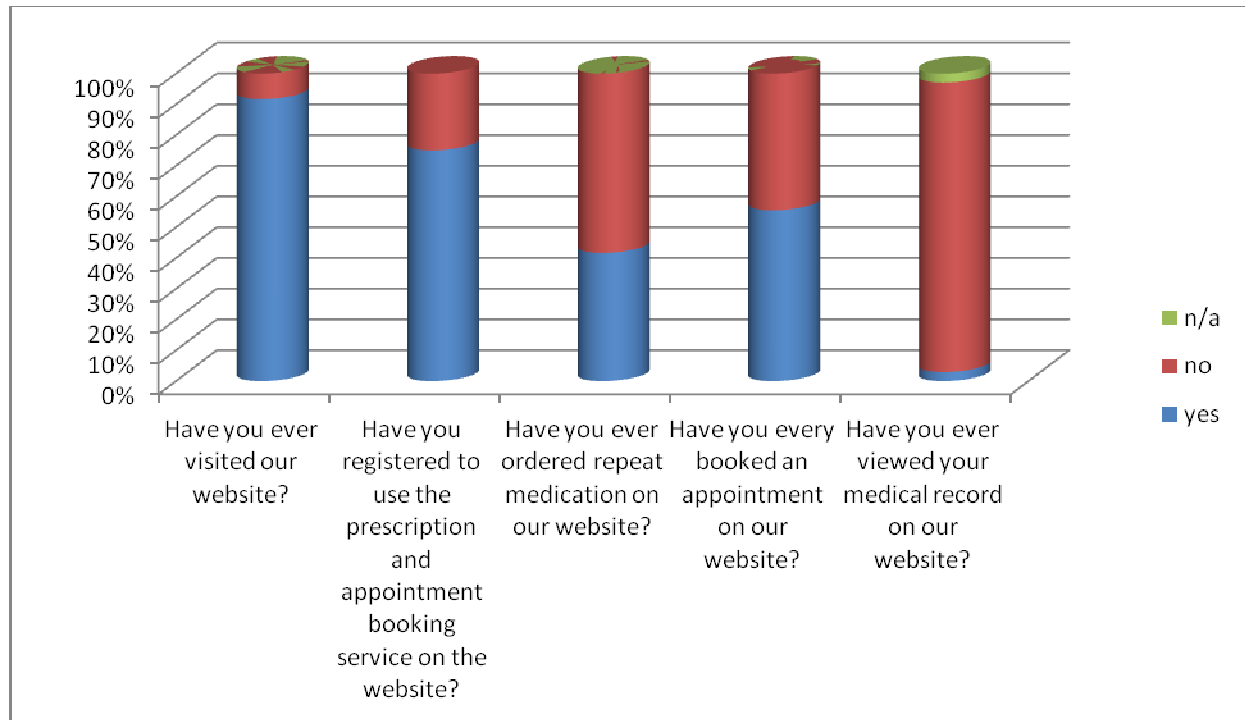
What will we change as a result of this?

We will:

- Ensure that doctors and nurses can clearly signpost useful online sites for patients to follow up on after consultations. The practice will ensure that all clinicians have ready access to a list of online resources. Reliable information sources will be highlighted as a matter of routine.
- Appropriate leaflets will remain in the practice, but we will review them continuously to ensure they are fit for purpose.
- The practice will reduce the number of posters around the walls, as they are not viewed as useful and can sometimes be alarmist.

How do you use our website?

The Patient Reference Group was asked which parts of the Village Green Surgery website they used, and what we could do to increase the use of it.



What will we change as a result of this?

We will:

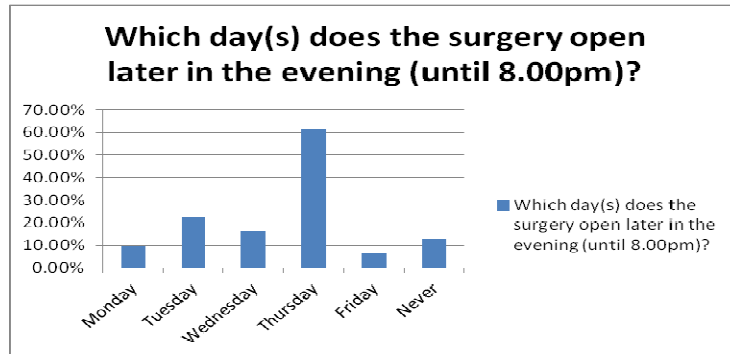
- Increase our promotion of online repeat prescription ordering and appointment booking.
- Signpost patients to the summary of their medical record which can be viewed online.
- Emphasise the convenience of the system.

However, in their comments, some of the group members expressed minor issues around accessing their medical records or losing passwords. We will therefore:

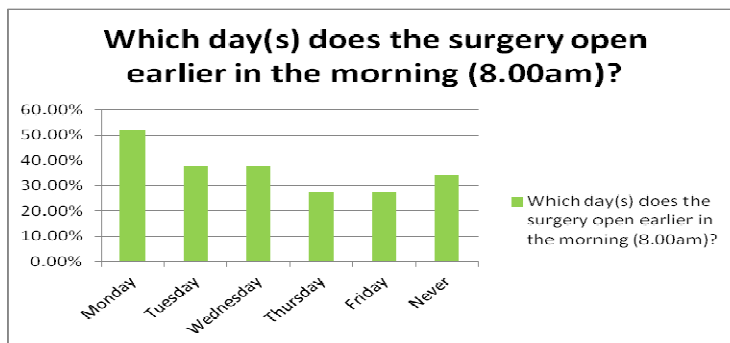
- Increase training for our reception team so that “website champions” can demonstrate how the system works to patients who require help.

When are we open?

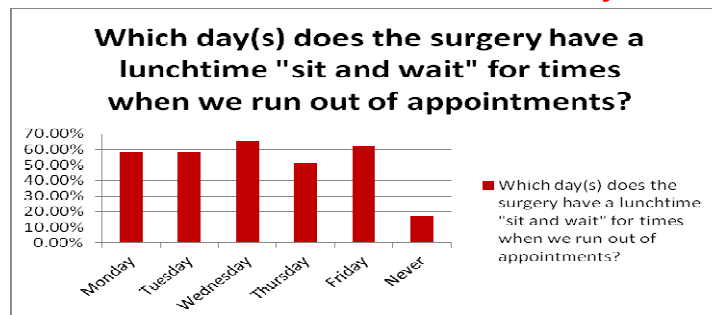
We asked our Patient Reference Group when they thought we were open.



The correct answer here is Tuesday and Thursday.



The correct answer here is Friday.



The correct answer here is every day.

What will we change as a result of this?

Clearly we have some work to do to advertise what we offer on a day to day basis. We will therefore:

- Have signs made which advertise our weekly opening hours clearly.
- Make sure the website is clear on our opening hours.
- Ensure patient know how to book into the "sit and wait" surgery.

How do you like to consult our doctors?

We asked the Patient Reference Group to rank their preference for how they like to see a doctor?

	1st Choice	2nd Choice	3rd Choice	4th Choice	5th Choice
I prefer to see a specific GP	66.67%	11.11%	13.89%	5.56%	2.78%
I am happy to see any GP as long as they are available at a convenient time	27.78%	33.33%	30.56%	2.78%	5.56%
I prefer to see a GP who is the same gender as me	2.78%	25.00%	11.11%	27.78%	33.33%
The time of the appointment is more important than who I see	2.78%	22.22%	30.56%	36.11%	8.33%
I would prefer an A&E style service where I just walk in and wait to be seen by the next available doctor	0.00%	8.33%	13.89%	27.78%	50.00%

What will we change as a result of this?

It is clear that patients prefer to see a specific GP. The gender of the doctor is less of an issue than we thought it would be. Convenience in timing is important.

- We will use this general guidance in our long term planning for the practice workforce and the surgery times we offer.
- It is clear that A&E style surgeries are not popular.

When is my doctor available?

Some patients prefer to consult with one GP for all of their health needs. None of our doctors have surgeries every day, so we asked the Patient reference Group how they would like us to publicise this?

Answer Choices	Responses
The practice should have a list on the website of the days each doctor has surgeries.	80.56%
The practice should have a poster showing the days each doctor has surgeries.	55.56%
The practice should have leaflets I can take home showing the days each doctor has surgeries.	55.56%
I am not interested in this information.	8.33%

What will we change as a result of this?

We will create a patient guide to the times when our doctors are regularly available. This will go on the website and be publicised in the practice. We will need to emphasise that it is for guidance only, as it will not take into account holidays, training, and individual changes to work days for unforeseen circumstances. Website users can already book appointments online, and this is already a useful guide on individual doctors' availability.