

WATLEDGE SURGERY - PATIENT PARTICIPATION GROUP REPORT 2013-14.

The Patient representative Group (PRG) is made up of 8 patients, the Practice Manager, a GP and a Practice Nurse.

The group has an average age of 67yrs old and a mix of male and female patients. We have tried to encourage younger patients to join the group but so far no one has come forward. The group meets every other month on different days and at different times to try and help people who have other commitments to attend, these meetings can be during the day or the evening.

The group has tried to raise its profile and over the last year has helped the practice at several big events e.g. the flu clinics and completion of the recent survey; the results of the survey are published below.

The survey carried out during January and February took slightly longer to complete due to the flooding in the local area and patients having difficulty accessing the surgery. The overall response was good and positive in the main.

We planned to target 2% of the practice population (150 Patients) and achieved replies from 72 patients (1% of the population the results are as follows.

	Poor	Fair	Good	Very good	Excellent
Are you happy with the practices opening hours?	3	9	28	25	8
Were you happy with the time you had to wait for this appointment today?	1	13	18	24	19
Were your problems today addressed by the doctor or nurse to your satisfaction?	1	3	17	28	23
Did you have enough time with the doctor/nurse today?	1	0	22	24	24
How did you feel you were treated by the reception staff today?	1	4	22	20	21
Did you feel that you were treated with	0	3	17	25	18

courtesy and consideration by the receptionists today?					
Did you know how to find out about the services provided by our practice	4	8	27	18	13

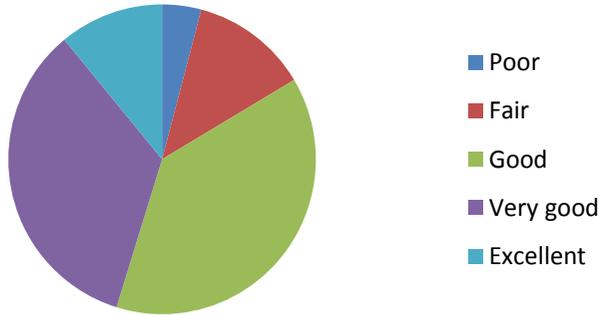
- On waiting to see my doctor To doctor Buckley giving me my treatment was excellent which. He is seeing me again 20th Feb.
- (Brilliant)
- More parking.
- Opening hours outside of the normal GP working week.
- Make sure they make sense because they don't always make sense thanks.
- I am more than satisfied.
- Your new receptionist like all the team, Delightful.
- Concern about confidentiality of patient records being available to a third party.
- Not a fan of the computer system.
- Please doctor, look at me as well as the computer.
- Phone response is very slow.
- Reception/doctors can vary from good to poor.
- I have on going rheumatoid arthritis treatment monitoring with practice nurses and doctors. I am now very happy with the support. I am also given emotional support during times of difficulty. (Bereavements).
- An onsite pharmacy would be most helpful.
- No call back to hospital to confirm the nurses' appointments.
- A&E had a totally different response to symptoms.
- Very good, please keep going!
- Shorter waiting time to see a specific doctor.
- Opening hours are good, especially for people who work 9-5
- Wait time is usually pretty good.
- I feel the wait to see a female dr. is a bit long - nearly 3 weeks.
- Having an appointment before arrival, the screen on which we press certain details is excellent and very swift.
- More appointments available to see GP.
- I would like longer opening hours and open at the weekend too.
- Services available online are not advertised or promotes enough.
- Receptionists take hours to answer the phone. The phone rings and rings.
- Car park is too dangerous, and too small.
- Really old fashioned, and décor looking tired.

- Have a Saturday surgery.
- The surgery is very accommodating when dealing with my toddler.
- They are always patient and they try to fit him in as soon as possible which is really appreciated.
- Compassion towards the patient.
- Long time to wait to get appointment.

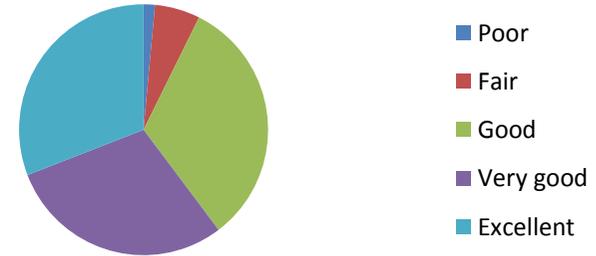
The average age of the patients completing the survey was 52years old, the youngest 15yrs and the eldest 85years. This shows a good cross section of the practice were able to complete a questionnaire. The views across the generations were also collated and shown.

This report can be accessed at our website. www.watledgesurgery.co.uk.

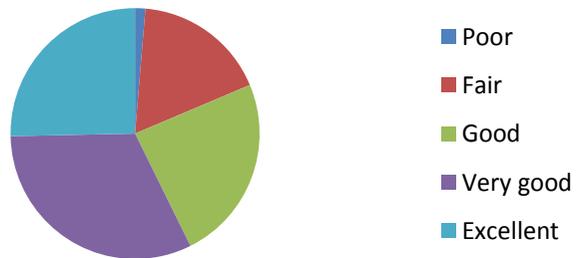
Are you happy with the practices opening hours?



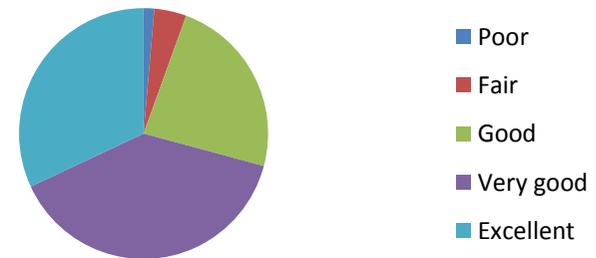
How did you feel you were treated by the reception staff today?



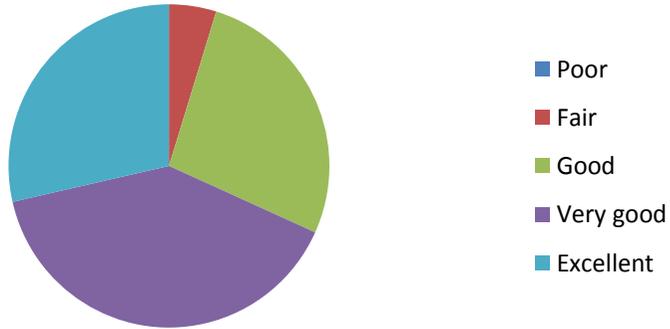
Were you happy with the time you had to wait for this appointment today?



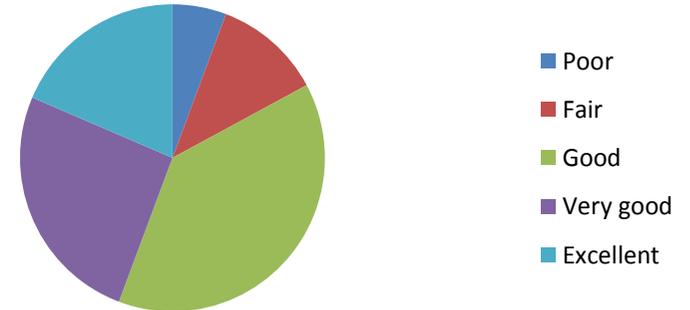
Were your problems today addressed by the doctor or nurse to your satisfaction?



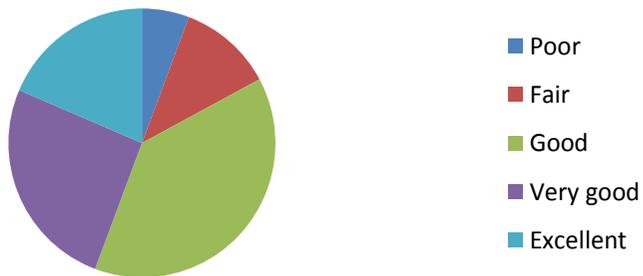
Did you feel that you were treated with courtesy and consideration by the receptionists today?



Did you know how to find out about the services provided by our practice



Did you know how to find out about the services provided by our practice



Overall satisfaction

