

"SURGERY SNIPPETS"

- a newsletter for our patients.

April - June 2014

Thank you!

We're delighted to report that 95% of our patients "would recommend our surgery to someone who had just moved to the area." We're very appreciative of your support. Ipsos Mori conduct healthcare surveys for the Department of Health throughout the year and publish detailed results on the patient survey website www.gp-patient.co.uk

As part of our annual review, we conducted our own patient survey last quarter, focusing more closely on access times and satisfaction – as previously agreed with our patient participation group (PPG). Plans agreed last March 2013 sought to improve patients' experiences by:

- ❖ Reducing waiting times spent in the waiting rooms;
- ❖ Reducing the wait for an appointment to see a named GP;
- ❖ Improving patients' awareness of extended hours appointments;
- ❖ Improving patients' awareness & use of NHS Choices website

We're pleased to say the most recent results showed we'd:

- ☺ Improved waiting room times & satisfaction with these;
- ☺ Improved patients' awareness of extended hours appointments;

But concerned that we'd:

- ☹ Reduced the wait for an appointment with any GP but not with a named GP;
- ☹ Unfortunately had not improved awareness of the NHS Choices website – as a reliable source of health information and support. Having featured this information for 10 hours a day on our waiting room screens, on the website www.wrmc.org.uk and in much of our promotional literature, it seems the message isn't getting across so well.

It was therefore proposed by the practice and agreed by our PPG members, to focus on 3 areas:

- **Improving patient education** – by ensuring patients know how and when to use healthcare services. We're still seeing a large number of patients with minor illness symptoms for a few hours who've not tried any over-the-counter medications. It's important we prioritise those patients most in need of help so it's likely we'll soon be introducing some sort of GP triage for patients requesting urgent appointments each day. In the meantime, pick up a copy of our flyer which gives up-to-date information about local services and which of those you can use in addition to your registration with us.
- **Modernising our website** www.wrmc.org.uk so it becomes patients' first port of call (where possible) for self-help, advice and information.
- **Better managing those patients who repeatedly fail to attend appointments** - see the article overleaf showing **2½ surgeries a week are wasted** by patients' non-attendance. This is adversely affecting waiting times to see a named GP (and with our nurses too).

