



Wilmslow Health Centre

Patient Participation Group

Wilmslow Health Centre has enjoyed a long association with its Patient Participation Group which currently has 10 members. As a practice we value the input and feedback provided by these meetings which is reflected by the attendance of the Practice Partners, GP's, Nurses, Practice Manager and Assistant Practice Manager.

In working together our aim is not only to maintain the high standards we have at the practice but also to challenge and so improve, therefore not resting on our laurels.

The PPG is open to all patients to join. It is currently made up of 10 patient members within the 50-75 age range bracket. We welcome more members from other age groups to become members to provide a wider spectrum of views.

Patients are able to call the surgery 24 hours a day, 7 days a week by phone to book appointments and can also book appointments on-line.

The surgery is open 6 days a week from 7.30am to 8.00pm weekdays and from 8.15am on Saturday mornings.

Opening hours:

Monday	8.00am to 6.30pm
Tuesday	8.00am to 8.00pm
Wednesday	8.00am to 6.30pm
Thursday	8.00am to 6.30pm
Friday	7.30am to 6.30pm
Saturday	8.15am to 12.00pm

Meeting – 4th March 2013

From our meeting in December the PPG suggested a Patient Survey to gather the thoughts of our Patients so ensuring future actions plans focussed on the outcomes of the survey. Whilst the PPG felt that there was little to change in the way our service was delivered a greater sample might highlight areas where tweaks could further improve the patient experience.

The questions focussed on:

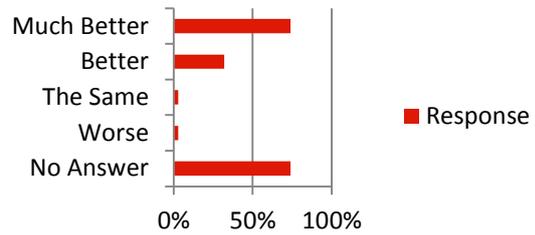
Facilities
Access
Support

The responses were presented as a percentage of the total number submitted. Whilst stripping out the non-responses would, in effect, show a much stronger performance, it was felt that we should show a true picture on all the papers submitted.

The Results:

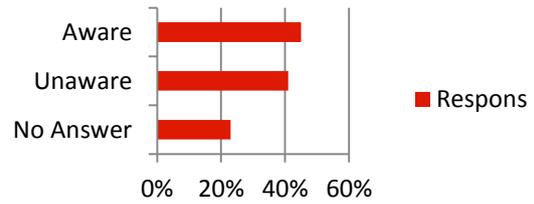
1.

If you have recently joined Wilmslow Health Centre as a patient, how would you compare WHC to your previous practice?



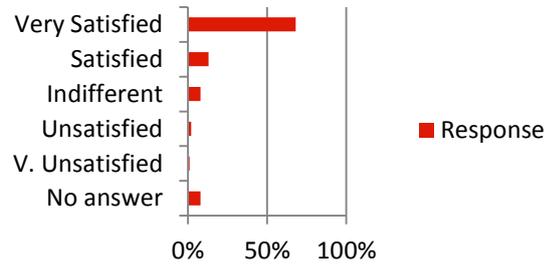
2.

Are you aware that the Health Centre offers routine appointments on Saturdays?



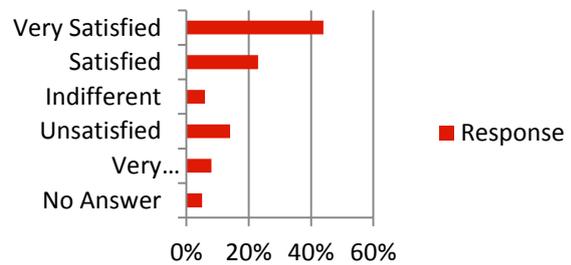
3.

Are you satisfied with the opening times of the Health Centre?



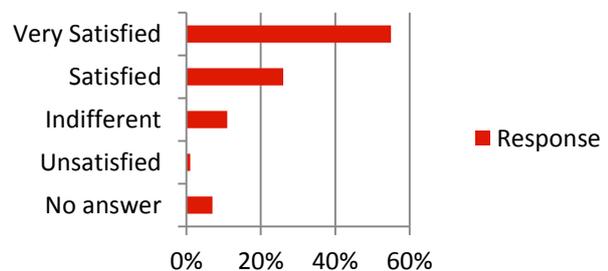
4.

Are you satisfied with the telephone access of the Health Centre?



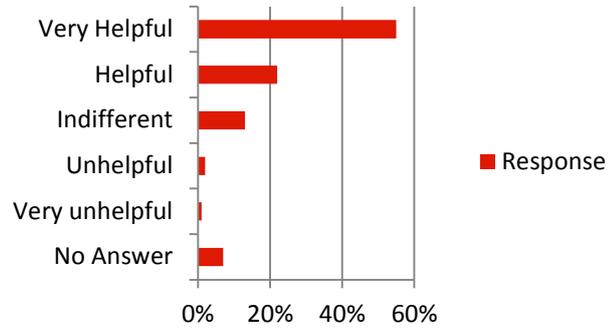
5.

Are you satisfied with the time of the appointment you were offered?



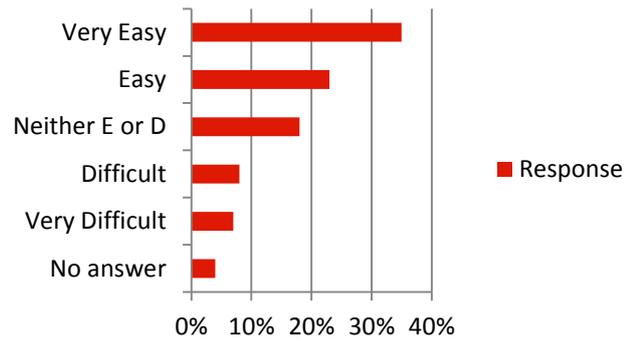
6.

How helpful did you find the receptionist?



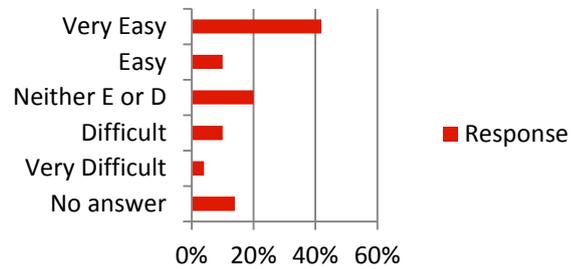
7.

How easy is it to get through on the telephone?



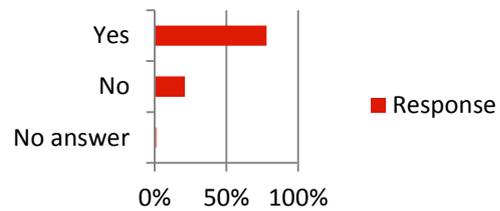
8.

How easy is it to speak to a doctor or nurse on the telephone?



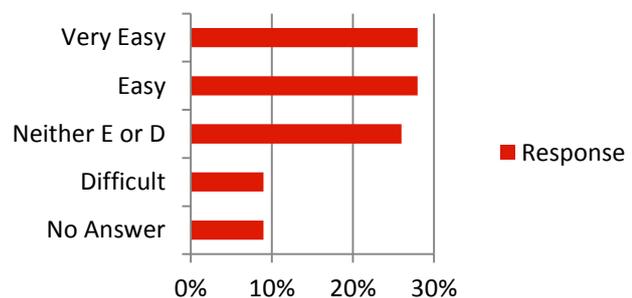
9.

If you need to see a GP urgently can you normally be seen on the same day?



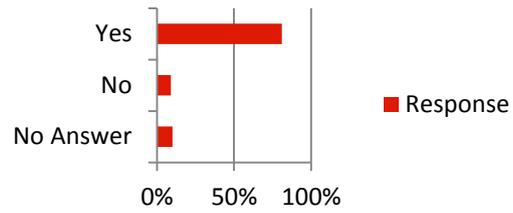
10.

How would you rate your ability to see the practitioner of your choice within 48 hours?



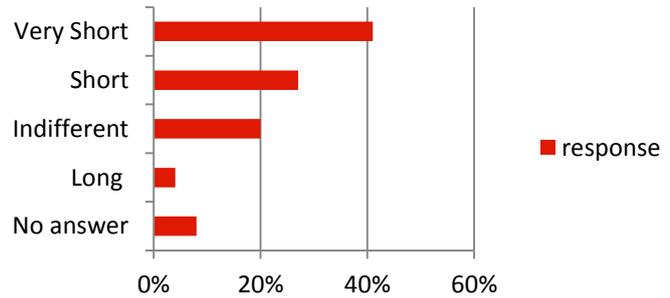
11.

Were you satisfied with the comfort of the waiting room?



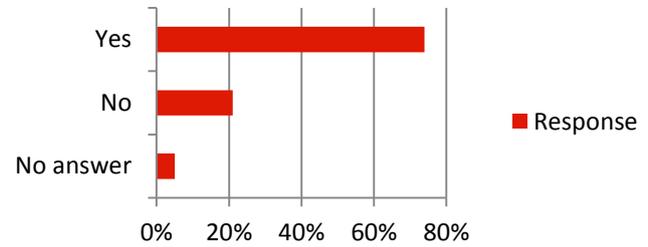
12.

How long was the time you spent waiting to see the clinician of your choice?



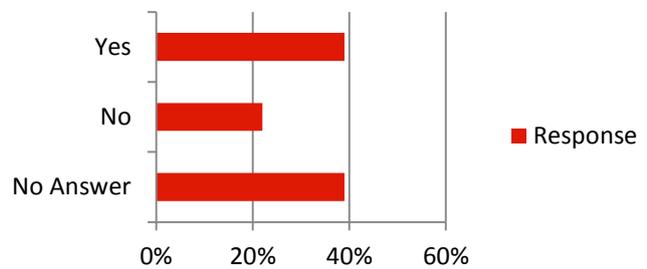
13.

Were you satisfied with the car parking facilities?



14.

If you take repeat medication would you be interesting in making your requests for repeat medication online?



Outcomes

In discussion of the outcomes the PPG was asked what actions they would like WHC to consider to address any issues arising from the survey or to further improve the services. It was felt that whilst they were happy with things as they are we could consider additional methods of communicating the additional services we offer such as the Out of Hours surgeries, in specific on Saturday mornings.

It was also deemed a good idea to continue with the implementation of on-line booking. Communication was felt to be the key and that by using a number of methods including the automated phone message, web-site and provision of hand outs.

It was suggested that for future surveys we also consider age ranges as responses would possibly be different within certain sections eg on-line booking questions and out-of-hours surgeries. WHC to implement forthwith.

The PPG were advised of a number of initiatives that have already been implemented as a result of the survey:

1. Whilst we have a large car park, we have made more of the spaces available by asking staff to park elsewhere. This has had a very positive impact in ensuring that every patient arriving at the Health Centre can park.
2. The hours for reception cover have been increased and shift patterns have been adjusted to help cope with hours of peak demand such as Monday mornings.
3. The Repeat Prescription process has been changed to ensure that turnaround time is shortened.
4. Receptionists have attended a Medicine Management Prescribing education event to help instil best practices and provide an efficient operation
5. Introduced Emis Web for patient booking to provide staff a better and faster access to appointment diaries and patient information.
6. Investigation of internal facilities to help patients access certain areas of the practice with greater ease.
7. Additional medical equipment has been ordered to facilitate an opportunity to have certain checks done at WHC rather than having to attend hospital.
8. Telephone contract being reviewed to ensure that it is fit for purpose and suits the patient and practice needs.

Virtual PPG

Consideration was made regarding the introduction of a virtual PPG that would allow patients, who through other commitments are unable to become members of the PPG. WHC are to investigate the potential membership and should there be sufficient interest, will implement as a support group to the PPG

The PPG was also asked if it wishes to continue to operate as it currently does or to create a more formal committee with details listed on the web-site. This was unanimously declined.

WHC closed the meeting by thanking the PPG for their valued on-going support and expressed the same thanks to all our patients for their feedback and suggestions.