

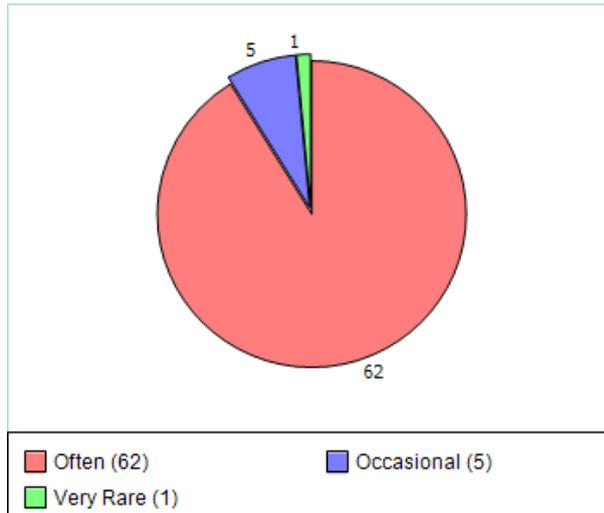
## PPG & Survey Results Report

Walford Mill Medical Centre is open from 8:00am until 6:30pm Monday to Friday, excluding bank holidays. We offer extended GP and nurse appointments until 7:30pm on Mondays and Thursdays and on one Saturday morning a month. Appointments for our services can be made by telephone or personally calling the surgery. GP appointments, both face to face and telephone appointments can be booked online through our patient access service on the website. [www.wimbornegp.co.uk](http://www.wimbornegp.co.uk)

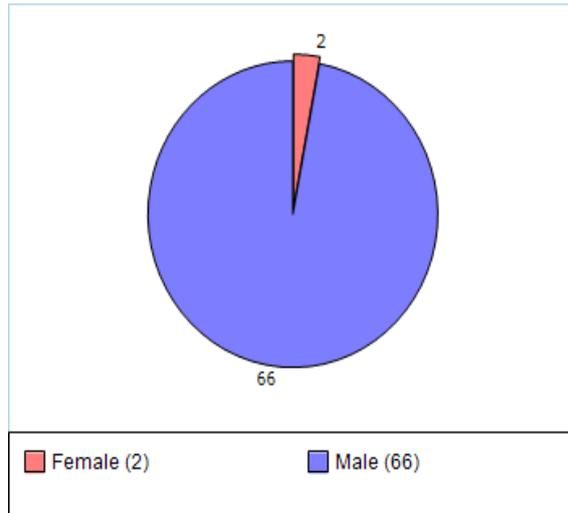
**Patient Reference Group** The patient group comprises 68 members

### Distribution Details

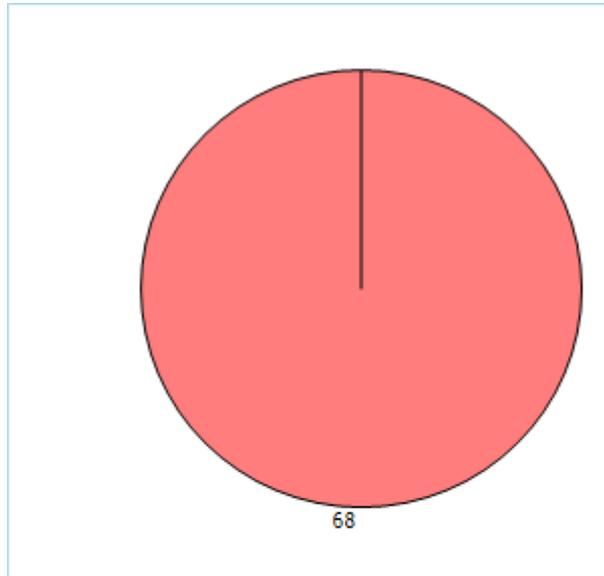
#### Attendance



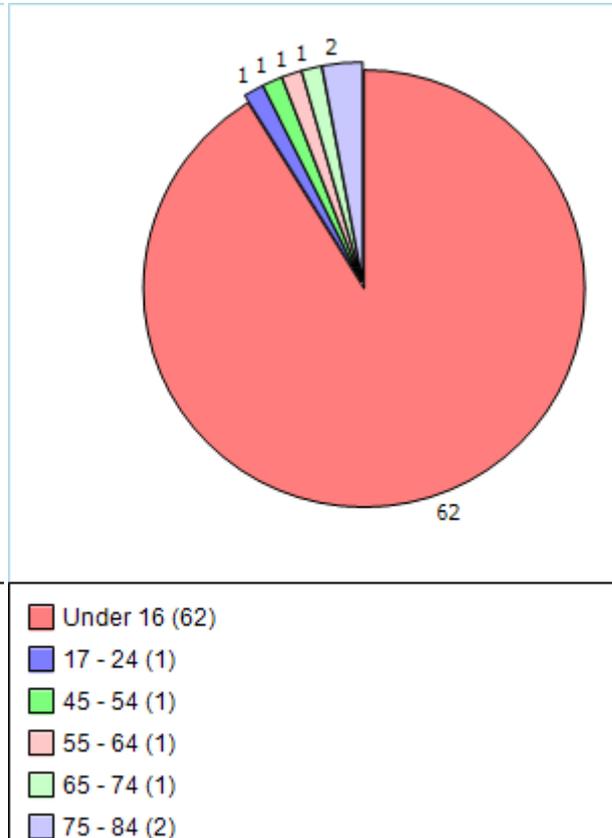
#### Gender



#### Ethnicity



#### Age



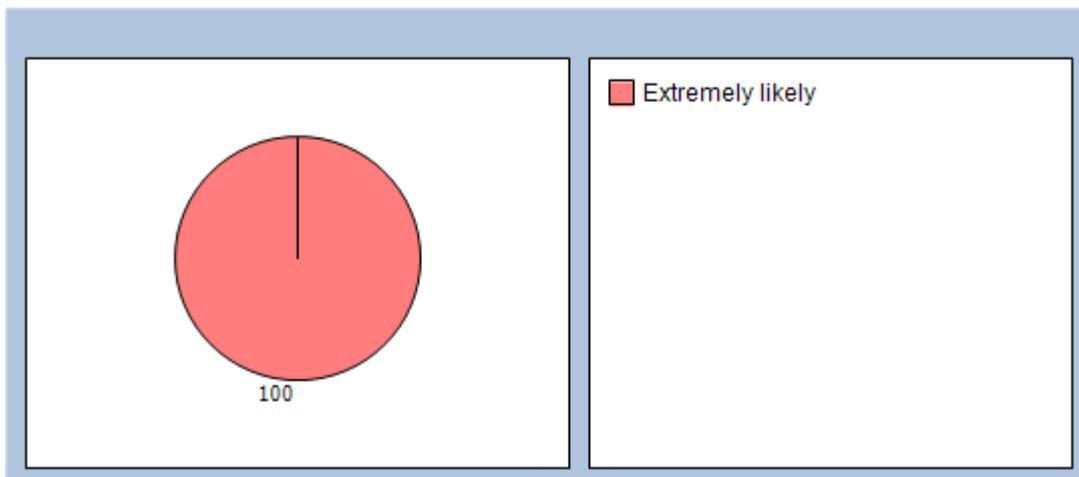
## Survey Results

### Friends & Family Test

Number of Responses: **1**

How likely are you to recommend our GP Surgery to friends and family if they needed similar care or treatment?

Extremely likely 100%  
Likely 0%  
Neither likely nor unlikely 0%  
Unlikely 0%  
Extremely unlikely 0%  
Don't know 0%



If we could change one thing about your care or treatment to improve your experience, what would it be?

### How we attempt to encourage a proportional representation of our practice population.

The practice endeavours to encourage a fair representation of our population to join and become involved with our patient group by:

- Website promotion
- Posters in reception and around the surgery
- Encouraging patients who comment on our services to join the group
- Encouraging all staff to promote the group
- Liaison with health visitors and other attached staff to promote the group.

## What we agreed with our patient group

The following are extracts from the notes taken at the patient group meetings and actions agreed to address some of the issues. The issues raised were from patient feedback by website comments, comments box, comments and complaints received by the practice and comments from the friends and family test.

| Discussion and actions of patient feedback | The group were provided with a list of feedback received from patients during 2014 both by e-mail and in the patient comment box in the waiting room.  | Actions agreed  |
|--|--|---|
|  | <p><b>Dr Linley-Adams – clarification of named or registered GP on his retirement.</b> The group felt that there was a lack of information given to patients during this process and were invited to suggest ways that GP retirement could be better handled in the future. The group also felt that it was confusing to patients when new GP's joined the practice and would like some form of photo identification on the waiting room wall and website.</p> | <ul style="list-style-type: none"> <li>• The practice will consider ways of e-mailing all usual patients of any future retiring GP's.</li> <li>• Notification of retirement will be given to the retiring GP's patients on the right hand side of the repeat prescription or a note attached to the repeat prescription</li> <li>• Patients will be notified at the earliest opportunity in agreement with the retiring GP.</li> <li>• GP's will be asked to have a photograph of each GP working in the practice on the waiting room wall and on the website.</li> </ul> |
|  | <p><b>Patient Access for ordering prescriptions and making appointments</b> – Many of our patients had problems with this and were inconvenienced by the changeover of systems. The practice accepted that this process did not run as smoothly as they would have accepted. However the change was necessary in order to allow future developments to patient access for viewing medical records and test results.</p>  | <p>When future developments take place the practice will consider the feedback given and use this as a tool to improve the implementation of new patient access services.</p>   |
|  | <p><b>Requests for clarification of abbreviations for doctors qualifications</b> – The group pointed out that it would be useful to understand the meaning of the qualifications to identify areas where doctors have specialist training.</p>   | <p>The practice will include any specialist interests and training the GP's have on a script to be added to the website.</p>  |
|  | <p><b>Concerns regarding telemedicine</b> – The group were provided with an explanation of the necessity for this approach whilst the practice accept that, in an ideal world, all GP contact would be face to face. Increasing demand for GP contact means that this approach is the safest way of managing an increasing workload. The group also voiced concerns and feedback from other patients at the amount of questions they are being asked</p>       | <p>The practice will continue to work with the group to find ways of explaining this to the wider population through notices and use of the website.</p>  |

|                                 |   |  |
|---------------------------------|---|--|
|                                 | by the reception team when requesting contact from a GP. An explanation was given that this was again for safety reasons, allowing GP's to prioritise those patients who need a more timely response.   |  |
|                                 | <b>Patients request for standardisation of medication packaging and names of medication.</b><br>It was agreed by all that this is something that is very confusing to patients. Whilst the practice have no control over the packaging used by pharmacies we will continue to promote standardisation at every opportunity.   | The practice will take every opportunity to ensure that the NHS governing body is made aware of this as a safety and medication compliance issue for patients.   |
|                                 | <b>Concerns regarding the service at Sturminster Marshall due to IT issues.</b> Discussed in the earlier agenda.  | Sharon will continue to make this a high priority  |
|                                 | <b>Telephone system issues</b> – The practice accepts that the current system is not acceptable and needs updating. The meeting were informed that Sharon is in the process of sourcing a new telephone system. Discussion around how the system will be set up for patient ease of access with suggestions such as a system that makes patients aware where they are in the queue etc.   | The group will be kept informed on progress of this and consulted on the set up of the system for ease of patient access and information regarding waiting times etc.  |
|                                 | <b>Car parking issues and Valet Van using the disabled parking space</b> – Discussion about the ongoing difficulties with car parking. The practice suggested the increase in disabled parking spaces and the car park being reserved for disabled patients only. This would mean all other patients would need to use the pay car park outside of the main parking area. The group suggested that if this were to happen a drop off point is included for those wishing to drop off prescriptions etc. | <ul style="list-style-type: none"> <li>• The practice will contact the local council and ask that they allow 30 minutes parking as in other local car parks to reduce the cost of parking.</li> <li>• Should this be introduced a drop off area will be included.</li> </ul> |
|                                 | <b>Waiting room TV content</b> – Some patients have reported that the 24 hour BBC news is not suitable for children.  | This has already been actioned by the practice and changed to BBC1. However, any future comments on its suitability would be welcome.  |
|                                 | <b>Reception desk and rear reception confidentiality</b><br>– The group were advised that the practice is currently looking to re-organise this area to improve confidentiality.  |  |
|                                 | <b>Request for a water dispenser in the waiting room</b> – This was thought by the group to be a good idea. However would need to be a plumbed in system as the bottle top dispensers are heavy to restock and storage for replacement containers would be an issue.  | The practice will look into this and its cost.   |
| Sturminster Marshall Surgery    | Reported that the CCG have now provided a dongle for secure internet access. Sharon is expecting a solution within the next month and aiming to restore services at the village hall before the end of the spring.  | Sharon will keep the group informed by e-mail.   |
| Friends and Family test results | Discussion around the January/February friends and family test results. All group members have had access to the results and patient comments.  |  |

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|                                       | <p>During January there were 16 responses. All except two of the comments were positive. The negative being around appointments process and reception staff being perceived as obstructive. 12 patients said they were extremely likely to recommend the practice to a friend or family member, 2 likely, and 2 unlikely. In February there were 9 responses, however 7 were completed by the same individual. 1 patient reported they would be extremely likely to recommend the practice to a friend or family member, 1 likely, 7 extremely unlikely. The first two comments were positive the seven remaining were not positive, however they did not identify any specific details, therefore a response or discussion to improve services in this case was not possible.</p> |  |
| <p>INR tests at Wimborne hospital</p> | <p>The group reported that the appointment availability at Wimborne hospital is not sufficient for those who will need the test repeated in two weeks or less.</p>   | <p>Sharon will report this to the locality to be forwarded to the CCG, who are responsible for commissioning the service at Wimborne hospital.</p> |
| <p>LMC statistics</p>                 | <p>For information the group were given information from a recent survey demonstrating the increase in GP workload from 2003/4 to 2013/14. This was published by Wessex Local Medical Committee.</p>   |  |
| <p>CCG satisfaction questionnaire</p> | <p>The group were invited to contribute to the Dorset Clinical Commissioning Group survey with reference to engagement and information between themselves and the public.</p>  |  |