

PPG NEWS – APRIL 2024

PATIENT SURVEY

Our second meeting of the year took place after the successful completion of the Patient Survey but before the results had been compiled and analysed. A big thank you must be given to all those involved, from the team who compiled the questionnaire to the Practice staff who distributed it by text via the mobile phone database and to the PPG members who gave up time to hand it out in reception through the Survey week.

And finally thank you to all who completed it, especially those waiting in reception for their consultation when it may have been the last thing to which they wished to give their attention. Our aim will be for a shorter, more focussed form next year.

AFTER THE SURVEY

The compilation of responses is another chunk of hard work to be undertaken by the admin team at the Practice, in particular the presentation of the many freehand 'comments', but it is this material which has often in the past shone most light on patient experience. Points noted by one PPG member whilst conducting the survey in reception may give some clues about what to expect:

Staff Roles: Q. Physician Associates - who are they and what do they do?
Q. Social Prescribers - how do I get in touch with them and what can they offer?

Arranging a Service:
Q. Phoning to make an appointment - why do I have to provide personal information?
Q. Is it possible to speak to Reception about my health in a confidential setting?
Q. Can NHS 111 make me an appointment with my GP?

Patient Rights
Q. From which date can I have access to my digital records?

The Future of the Practice:
Q. Merger with Commonfield Road - will this affect patients in any way and why is it happening?

These are just the types of question that come up for discussion at our PPG meetings – if you have views and are interested in joining us e.mail the PPG on heswallpensbyppg@gmail.com or leave your name and number at reception.

Watch this space and the Practice website for full details of the survey results.

UNTANGLING THE WEBS?

Talking of websites, there is work going on behind the scenes to standardise and simplify the websites across the Practices in our Primary Care Network. Our views were canvassed by the staff involved at our March meeting. We believe that it is most important for the Practice website

- to present a front page that is clear and easy to navigate
- to hold only information that is relevant
- to be regularly updated

We think it is an area where PPG and Practice could work together productively – if this is your area of expertise perhaps you could help.

REBUILD GP CAMPAIGN

And so I was intrigued on my latest visit to the Practice website to see on their 'newsflash' a headline '*Rebuild GP Campaign*'. A couple of clicks revealed a short video telling us that General Practice is at risk essentially from underfunding, underinvestment in staff and overwork. (It was a shame that there was no attribution to the video.)

Past surveys suggest that we are indeed fortunate and that this does not mirror our experience as patients at HPGP, but the video suggests that there is no room for complacency.

The PPG believes that it has a role to play in both supporting the Practice and as a critical friend. We greatly value the time given by the Practice staff who attend our meetings and the expertise and enthusiasm that they bring.

The PPG is actively working to broaden its outlook and involve some younger patients in its activities – if this could be you please use the links above to contact us.

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