

PATIENT REPRESENTATION GROUP FEEDBACK

PATIENT SURVEY RESULTS – 2014-2015

Our virtual Patient Representation Group has 8 Representative members who all review practice information, new NHS directives and our patient survey.

Each member has received a copy of the results of our Patient Survey 2014-2015 and have passed on their very valuable comments.

They all felt the survey showed a trend that our appointment system does not appear to assist our patients when they wish to book an appointment. This is an area we continuously monitor as it is difficult to find a system which works for all patient needs. The practice will continue to review this to see where improvements can be made. The PRG will be involved in this review for their feedback.

All were pleased with the positive feedback and that our patients rate the practice as “Excellent”. This is a wonderful result and very reassuring from our patients.

Online services are one area which has shown patients are keen to see progression and this is being undertaken at the present time and the website will have additional services added from 1st April. The PRG felt this was a positive move.

The PRG felt the comments from patients were very positive but some of the points they raised in relation to the waiting room area having difficulties with carrying voices from the reception and dispensary desks would be useful to be reviewed.

They also agreed with some of the suggestions in relation to cosmetic areas such as general practice interior decoration to brighten it up.

Some of the PRG agreed with the suggestions regarding a name board or new style of calling system for the patients in the waiting room area. It was mentioned by some patients they feel that being called into their appointment by one of our receptionists, GPs or nurses was not to their liking. Some of the PRG suggested a board or some type or another TV screen with names being displayed by not called out could be something to consider. The practice will review this point.

The practice would like to thank our PRG for their continued support and always very honest and reliable feedback which also assist us with constant communication with our patient base especially going through all the changes within the NHS we are currently experiencing.