

PPG REPORT FOR NEWSLETTER AND AGM FROM PT APRIL 2014
Report from PT re the Practice

Thank you

The Practice Manager thanked everyone in the PPG on behalf of the partners for their help and support over the past 12 months.

Flu Season

The practice had a record year and has vaccinated 2,871 patients.

This is 200 more than last year.

Patient Survey:

The Practice Manager thanked the members of the group who helped the Practice with the survey for this year.

Despite more than 1K questionnaires being distributed from the surgery as well as sending the questionnaire out to members of the PPG reference group the practice only received 294 replies.

Having reviewed the survey results with the partners and members of the Patient Group it was decided that the action plan for this coming year would be :

Appointments

- Advertise the Saturday Surgery as patients were still not aware of this service.
- The practice will measure the number of appointments being requested every day against availability so that we can look to get the right balance of on-the day appointments against appointments that are being offered in advance.

Nurse Consultations

- So that patients are aware of the services our nurses offer, we will be advertising the services each nurse provides, e.g. ear syringing, travel advice etc.

Professionalism of Staff

- We will continue to monitor the volume of calls that the practice receives to ensure that as many staff as possible are available to answer calls at peak times.
- We will be introducing a staff monitoring system for all staff throughout the year in addition to their annual appraisal.

Other Services

- The Patient Group will be asked to continue to communicate with patients by the Newsletter as well as by continuing to provide educational talks throughout the year.

A full report can be found on our website

Clinical staff issues

Partner

Dr Buhari will from the 1st April 2014 be reducing the number of days he works at the surgery from four to three days a week.

Nurse

Nurse Alison Whiley left on the 21st March 2014. However, our Senior Nurse Liz McKenzie will be increasing her hours to make up the lost nursing time.

Health Care Assistant

In September 2013 the practice employed Tracy Hynes as a HCA to assist the nursing team.

Services

Text Reminder Service

- The practice has over the past several months introduced a text reminder service whereby patients are reminded of their appointment by txt 24 hrs before their appointment date.

The practice hopes that in time this service can be used to remind patients to book an appointment for a flu vaccination or diabetic review etc.

Waiting Room BP Monitor

- The CCG has lent the practice as part of a pilot scheme a waiting room BP machine.

With the assistance of the Patient Group the practice hopes that more patients can be encouraged to take their own reading and pass the results onto reception for the recording to be recorded onto their patient record.