

PATIENT PARTICIPATION GROUP
REPORT MARCH 2014

Welcome to Little Chalfont Surgery website and our PPG report 2015. If you are a new patient or just browsing please feel free to take a closer look to discover more about our practice; our profile and services offered and found on the left hand side of the home page, (where further links when clicked will give you even further information to our opening times, personnel and services).

In brief:

The Practice Profile:

The partnership of Drs Bajwa & Aggarwal is a full equal partnership with no restriction or limitations, contracted to Chiltern Commissioning Group to provide general medical services to registered & temporary patients within our practice boundary. Persons not registered but within the boundary can receive immediately necessary treatment for emergencies.

The Doctors:

Dr R S Bajwa, BM, BPharm(Hons), MRPharmS, FRCGP, DFSRH Cert Med Ed.
Qualified Southampton 1995

Dr A. K. Aggarwal, MBChB, FRCGP, DCH Qualified Liverpool 1989

Dr S Kennedy, MBChBMRCGP (part time). Qualified Liverpool 2003

Dr Muijs van de Moer (Registrar) Qualified Amsterdam 2007

Dr S Burr, (Registrar), MB BS Qualified London 2006

Practice Manager: Sue Hughes

Surgery opening hours, access and contact details:

Mon – Fri 8.30am to 1.00pm & 2.30pm to 6.00pm

Contact details 01494 762323

IN A SERIOUS EMERGENCY DIAL 999 FOR AN AMBULANCE

FOR OTHER URGENT SITUATIONS and when the surgery is closed a doctor is always on call for urgent advice:

Mon-Fri 6.30pm-8.00am and weekends 111

Mon-Fri 8.00am-8.30am and 1pm-2.30pm 01494 762323

For Home Visits, please call the surgery, if possible before 10.30am, unless the condition has arisen or significantly worsened during the day.

Appointments:

Times vary on a daily basis. We offer extended access where there are appointments available from 7.40 am Monday to Friday. All routine GP appointments are available to book on line when a patient registers for this service.

Routine appointments are available in advance for 10mins for new & existing medical conditions. If you cannot keep your appointment please let us know, as soon as possible & we will rebook accordingly. If you arrive late you may be asked to rebook.

Urgent appointments, for on the day medical needs will be dealt with by the duty doctor, a 5 min appointment will be offered if appropriate.

Telephone appointment for simple enquiries to clinicians can be made and will be logged on our computer system and an appropriate contact will be made on the same or following working day.

Patient Participation Group demographics

The members of our Patient Participation Group who get involved with the survey represent our population as follows:

Female	44%	Age profile:	
Male	56%	17 – 24	6%
		35- 44	12.5%
Ethnicity		45 - 54	12.5%
White British	75%	55 – 64	43.75%
Irish	6%	65 – 74	6.5%
Indian	6%	75 – 84	18.75%
Other mixed	13%		

The action plans for this year and the results were:

Emailing - the surgery have as indicated in the last report set up secure messaging and this has been used by those patients registered for online services. Patients can simply add a message via the on line service, to be dealt with on a non-urgent basis to which we can reply with actions taken. Impact– less footfall into surgery for patients and carers – publicised on website, screens and when they register for online services.

Texting - Continued contract with texting provider; Collection of mobile telephone numbers. Patients whose mobile telephone numbers are recorded receive texts a couple of hours after making an appointment and 24 hours before they are due to be seen at the surgery. Patient groups are contacted by text advising them of services available e.g. smoking cessation, that their blood pressure check is due, and for urgent contact we have used texting – patients find this very useful and have verbally told reception they like the system. Publicised on website, screens and when they register for online services.

Appointments on line/cancellation of appointments on line – All “routine” appointments for GPs have been made available on line and once released are accessible by the patients registered for online services.

For those patients who work full time or have busy schedules this has proved to of great value to them. Publicised on website, screens and when they register for online services.

Information Screens – DoH/NHS England messages continue to be changed regularly alongside customised messages relating to the surgery.

These have continued to prove an asset when communicating with patients, they are changed on a monthly basis with current promotions from the DOH and relay surgery/local matters. Patients have stated that they have actually changed habits i.e. gone to pharmacy for advice where appropriate; carers have come forward and have been registered as a carer; local free parking announced.

Surgery Website – Updated regularly by Practice Manager and continues to be used more and more by patients. New patients use the site to register through and comment on how user friendly it is.

Telephones – A new telephone system has been installed and has enhanced the patient experience
1) Patients can leave messages to cancel appointments Out of Hours ; 2) The system allows us to offer advice whilst the patient waits to be spoken to and we have been told by patients for example that advice to go to a chemist has been the correct thing to do, saving the patient and the surgery time; 3) the call recording feature we believe is beneficial to patients and staff; calls can be listened if there are perceived difficulties with service provision and this has led to improved customer service; 4) the waiting times have not necessarily been reduced but the advanced system helps us to understand our call volume and we have been able to explain to patients how many calls were queuing, helping them to understand how busy we are at certain times of day/week; 5) the system provider is more efficient when dealing with line failures and calls are rerouted within minutes causing less inconvenience to patients.

We feel the new telephone system has had a great impact for our patients.