

PATIENT PARTICIPATION GROUP
REPORT MARCH 2013

Welcome to Little Chalfont Surgery website and our survey report 2013. 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 can be 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 Bucks Primary Care Trust * 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.

(*From 1st April 2013 Chiltern Clinical Commissioning Group)

The Doctors:

Dr R S Bajwa, BM, BPharm(Hons), MRPharmS, MRCGP, DFFP.	Qualified Southampton 1995
Dr A. K. Aggarwal, MBChB, MRCGP, DCH	Qualified Liverpool 1989
Dr S Kennedy, MBChB (Dr Kennedy works part time).	Qualified Liverpool 2003
Dr C Kwan MBBS (Registrar)	Qualified London 2008
Dr N Hussain MBChB (Registrar)	Qualified Manchester 2009
Dr A Bajwa MBChB (Registrar)	Qualified Bristol 2010

Practice Manager: Sue Hughes

Surgery opening hours, access and contact details:

Mon – Fri 8.30am to 1.00pm & 2.00pm 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-2pm

07580330208

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

NHS Direct 0845 46 47 www.nhsdirect.nhs.uk

Appointments:

Times vary on a daily basis. We offer extended access where there are appointments available from 7.40 am Monday to Friday.

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	54%
Male	46%
White British	82%
Indian	9%
Irish	9%
Age:	
17 – 24	9%
45 - 54	9%
55 – 64	45%
65 – 74	28%
75 – 84	9%

How the practice agreed priorities with the PPG:

The PPG group members were contacted early February 2013 via e mail where the suggested items for the survey were put to the group. The group were asked to comment on the content and were asked to contribute to survey if they so wished. The e mail sent was:

"Dear All

Thank you all again for joining our patient participation group and welcome to our new members.

I am going to send out a patient survey via the surgery website and would appreciate your feedback and comments about the content I am proposing to include in this survey. Ideally I would like to publish the survey next week and I apologise for the short amount of time I have given you to look at this.

Please feel free to amend or add to the list below."

55% of the group replied and contributed to this year's request.

(The patient survey can be accessed on the website via the survey button at the bottom of the home page).

How the survey results were collected and how the PRG was informed:

The survey once agreed was published on our website and left for patients to complete. Once the survey was closed the results were published immediately on the website.

The content of the **patient survey** can be viewed at the end of this report, we used multiple choice questions and answers and allowed space for patients to comment further if they so wished.

Following discussions about the results with the partners a copy of this report was sent to each member via email as follows:

"Dear All

Attached is the proposed surgery report to be published on the Little Chalfont Surgery website following our online patient survey. Please could you take a look at the published survey, our comments and proposals following the outcome. We would very much appreciate your thoughts regarding this.

Regards"

Results:

The survey was geared to looking at the services we currently offer, some newly introduced and some we would like to propose, in order to enhance the experiences of our patients.

(We have also received many positive comments regarding our patient information screens from patients who have not necessarily participated in the survey).

Services already introduced; phlebotomy in house and online ordering of prescriptions, our patients are very satisfied.

As a training practice we understand that there are patients who prefer to see the same doctor each time they visit and we hope to continue to accommodate those patient's wishes. As a practice we do feel passionately that training is a privilege and we were glad to see that the majority embraced this too.

Proposed changes and future developments:**Texting**

The survey shows us that our patients are perhaps not sure of the benefits this may hold for them and we feel that we should develop this area further for the next 6 months and then we will survey our patients again. We feel that the major benefit our patients would gain from would be the freeing up of our telephone lines for more essential calls; texting of results that are normal, appointment reminders and making appointments on line will aid this greatly.

Appointments on Online:

We propose to introduce this service so that patients can access the doctor's appointments from home or at work via the website and choose the appropriate appointment without the need to make a telephone call to the surgery. There will be a period of time in the next few months where the surgery will gauge how many appointments it will be necessary to release for this service to benefit the patients.

Information screens:

There will be a "playlist" for each month and relevant topics according to the time of the year will be included. Department of Health promotions will be included alongside more educational items for our patients.

Follow up survey:

It is proposed that a further survey will take place following the above enhancements to make sure that patients continue to be satisfied with the services being offered and developed.

Example of survey produced:

Little Chalfont Patient Survey 2012/2013 (last updated: 16/02/2013 10:14)

Note:

This template cannot be edited because surveys based upon it have already been filled out.

If you wish to amend this template before publishing again you will need to create a copy by clicking the 'Create a Copy' button in the toolbar.

Little Chalfont Patient Survey 2012/2013

1. The Premises: We feel privileged to have a lovely surgery, but are there any further improvements you would like us to make?

2. Last year we introduced a phlebotomy service in order that patients could have their blood tests done here at the surgery. Has this service enhanced your experience as a patient?

Yes ☐

Neutral ☐

No ☐

Please comment

3. Patients can now order their repeat prescriptions on line

1. Were you aware of this service? ☐

2. If you use the service are you happy with it? ☐

3. If you use the service are you unhappy with it? ☐

3a On a scale of 1 - 10 where 10 is excellent please rate this service

- 1 ☐
- 2 ☐
- 3 ☐
- 4 ☐
- 5 ☐
- 6 ☐
- 7 ☐
- 8 ☐
- 9 ☐
- 10 ☐

4. Would you value being able to book a doctors appointment on line?

Yes ☐

Neutral 

No ☐

5. We have recently upgraded our computer system and could offer the facility where you receive your test results via text


Is this a service you would value?

Yes ☒

Neutral No ☐

6. The new computer system enables us to remind you by text of your appointment. This would possibly cut down on our "did not attend" register. Would you be happy to receive such a text?

Yes ☒

Neutral 

No ☐

7. We have recently installed patient information screens into the waiting room.

Do they add benefit to your experience when you are waiting for your appointment?

Yes ☒

Neutral No ☐

How do you rate the information?

On a scale of 1 - 10 where 10 is excellent please rate this service

1

20

3

4

5


6 7

8

9

10

Do you have any suggestions of content needed on the screens?



8. Could we improve our website?

		▲
		▼
◀		▶

9. As a training practice we are able to offer far more appointments for patients and with a wider range of doctors. Is this something that you value?

Yes ☐

Neutral

No ☐

Please comment



10. What suggestions do you have to improving your experience as a patient?

[illegible]

Thank you for taking the time to complete this survey.