

CHEW MAGNA SURGERY

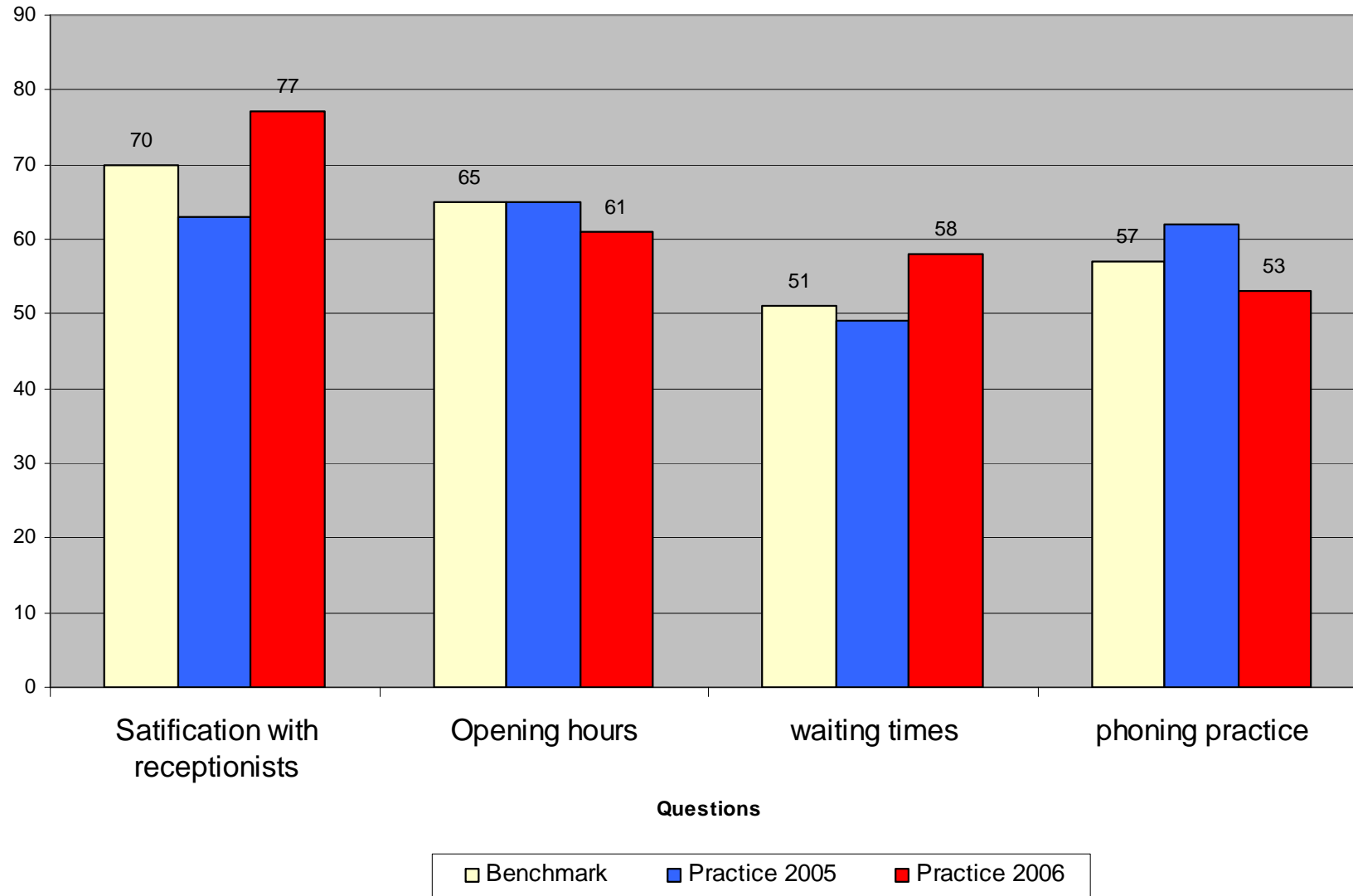
PATIENT GROUP MEETING

27TH FEBRUARY 2007

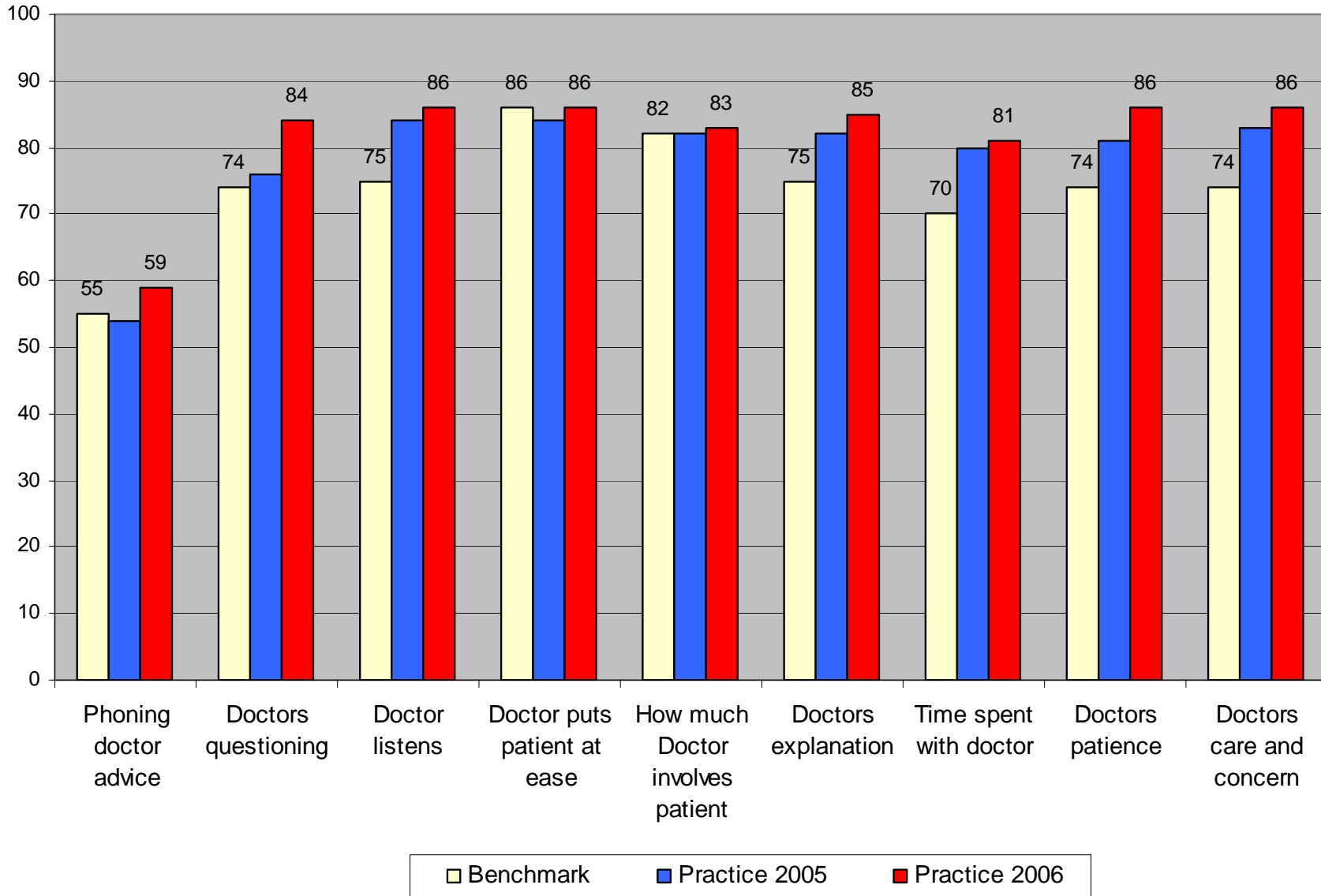
PATIENT SURVEY

- Nationally approved method – GPAQ
- 4% of patient population surveyed between Sept – Nov '06
- Proportionate representation for each GP within the practice.
- Overall response rate of 96%

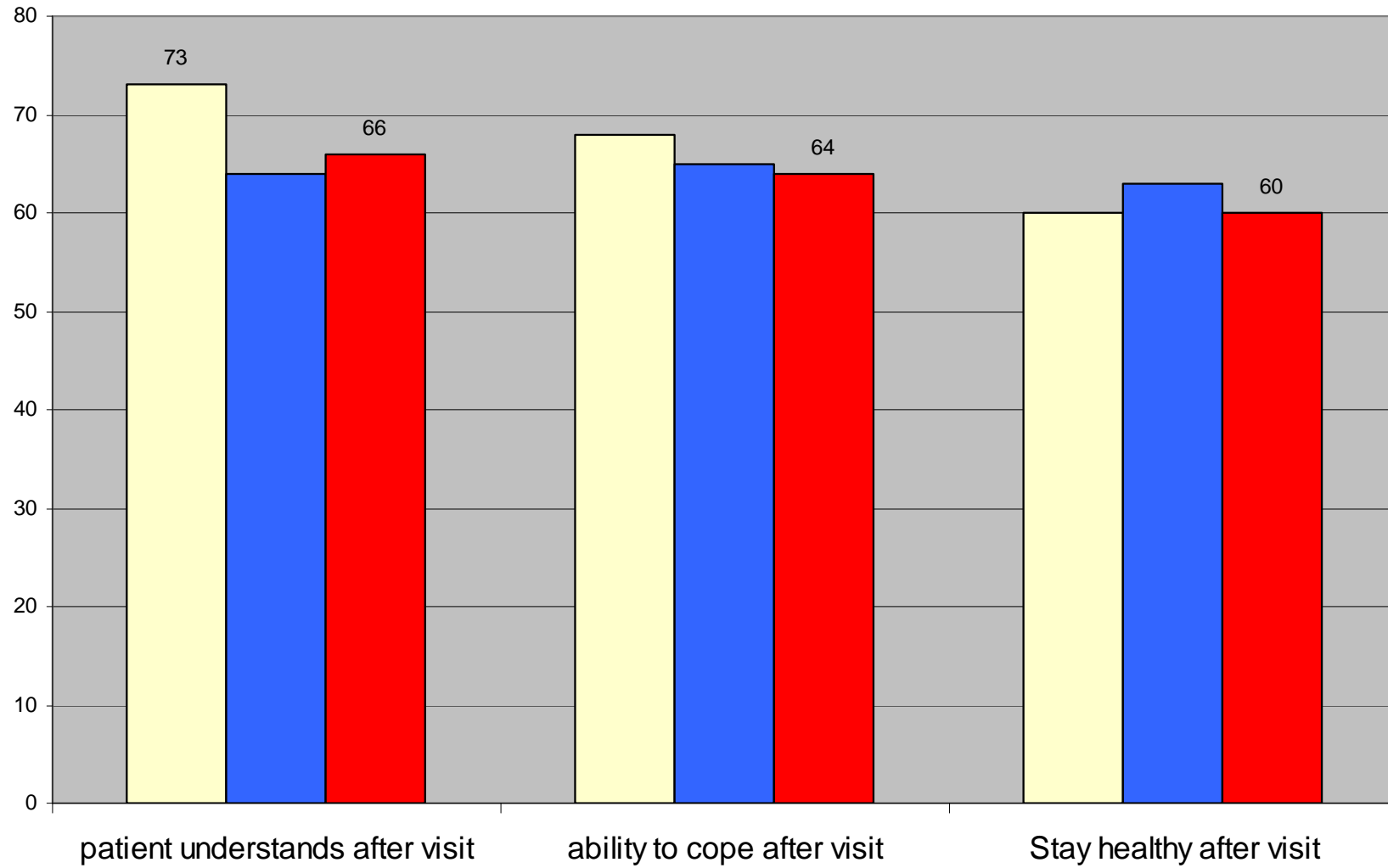
Patient experience



Patient / Doctor relationship

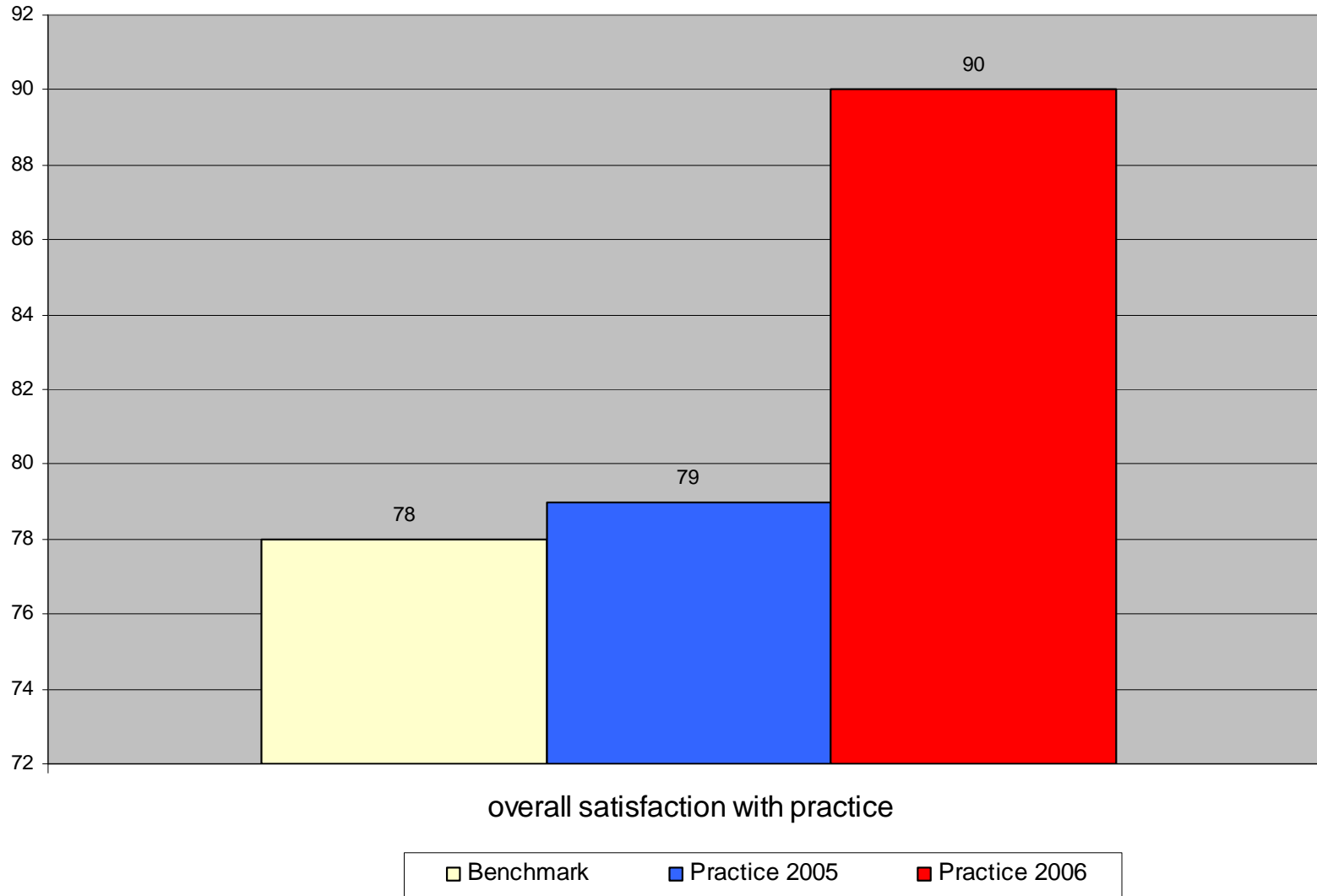


Aftercare



□ Benchmark ■ Practice 2005 ■ Practice 2006

Overall satisfaction with practice



SUMMARY

Overall the results we very positive

Dissatisfaction with opening hours 4% below GPAQ average.

43% would like to see the surgery open at weekends.

28% requested additional hours but did not specify

21% would like the surgery open in the evenings

5% would like more morning appointments

3% would like more lunchtime appointments



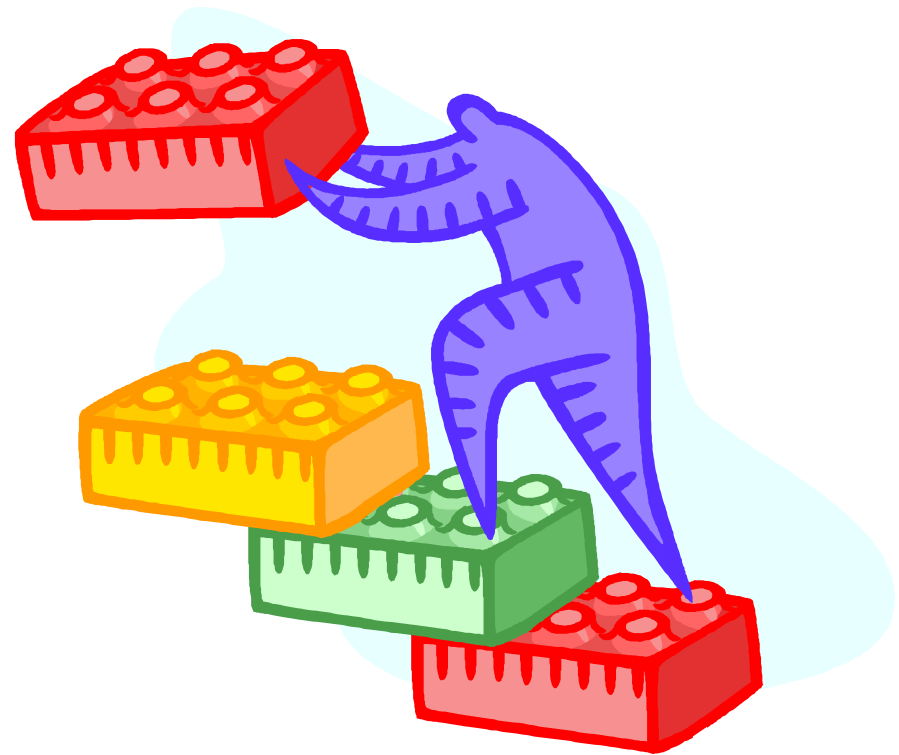
Positive results

- 65% of questions answered, practice exceeded GPAC benchmark.
- Continuity of care & patient being at ease
= stayed the same

- **12% increase**
compared to 2005

With

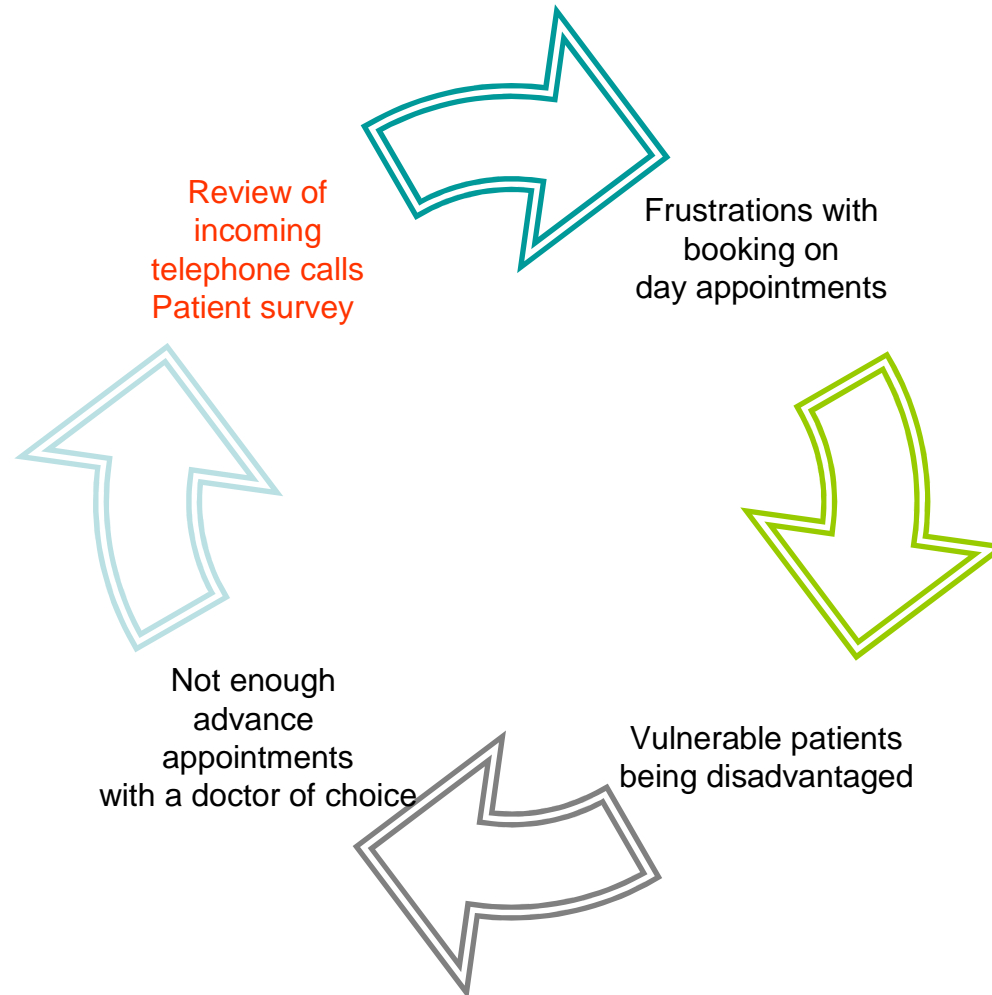
overall satisfaction with
the service received
from the surgery



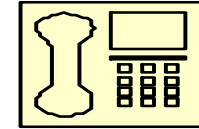
DEVELOPMENTS

WITHIN THE PRACTICE

WHY CHANGE THE WAY WE WORK?



CHEW MAGNA SURGERY APPOINTMENT SYSTEM



THANK YOU

FOR YOUR COMMENTS & FEEDBACK
WE ARE LISTENING

FROM MONDAY 5TH MARCH

WE WILL OFFER

**MORE PRE-BOOKABLE APPOINTMENTS,
UP TO 6 WEEKS IN ADVANCE.**

From Monday 5th March

- On call duty Doctor working from a treatment room.
- Telephone Triage.
- Dr allocating on day appointments according to need.
- The nursing team will also be seeing patients allocated by the doctor.
- An addition of on average **20 advanced pre-booked** appointments available per doctor per day.
- Appointments available up to 6 weeks in advance.
- Benefit to patients with ongoing conditions.
- Continuity of care.

WHAT WE NEED TO HELP US DEVELOP

- **TELEPHONE FOR PRE-BOOKED APPOINTMENTS AFTER 10.30am**
- **CALL FOR TEST RESULTS AFTER 1PM**
- **THROUGH THE PATIENT GROUP FEEDBACK WOULD BE APPRECIATED.**

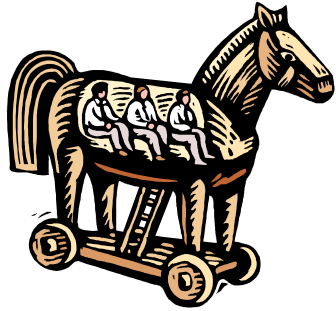
Other developments within the practice

Web site in development
www.chewsurgery.co.uk

- Spring Newsletter.
- New Practice nurse.
- Expansion of Dispensary team (DSQS)
- Exploring new telephone systems

- Baby changing facilities





Moving forward

Patient group

- Volunteers needed
- Representatives with an interest in:
- Communication – Web site/leaflets
- Dispensary
- Transportation project
- Quality of service / focus groups