

Lodge Surgery PRG

<p>Every effort has been made to attract and recruit new members to the Group that could provide a fair representation of the practice without any exclusion. This was carried out in the following ways:</p> <p>Advertised on practice website. Posters displayed in waiting rooms. Invitations attached to prescriptions collected. Invitations emailed back from electronic enquiries. Advertised in our Newsletter. Word of mouth via staff and doctors. A5 hand outs made available in waiting rooms and consulting rooms.</p>	
Is the group virtual or face-to-face?	Virtual with some postal members
How many members are there in the PRG?	29

Review Patient Feedback	
<p>Outline the sources of feedback that were reviewed during the year:</p>	<p>We carried out a Patient Survey.</p> <p>Virtual meetings and emails were exchanged with the PRG.</p> <p>Patient feedback was given verbally in the waiting rooms/reception and shared if appropriate.</p> <p>Written suggestions left in the suggestion box.</p>

How frequently were these reviewed with your PRG	Feedback and suggestions are shared regularly with the PRG.
Area 1	
We asked patients how easy they find booking an appointment at their preferred time.	
Patients said: 24% said they found it Very Easy 58% said they found it Mostly Easy 18% said they found it Rarely Easy	
82% of patients found it mostly or very easy. We advertise our Extended Hours within the practice and on our website.	

Area 2

We asked patients to identify the best things about the practice.

Patients said:

“The different ways in which you can contact the surgery – email, phone, systemonline account etc.”

“Flexible opening times with evenings and Saturday options.”

“Choice of GPs with varying personalities and specialisms.”

“Caring doctors that have time for you.”

“Its friendly approach and old fashioned values where you are treated as a patient and not a number.”

“Very friendly, approachable receptionists and staff, easy parking, very good with repeat prescriptions, text appointments great!”

“Able to get a same day appointment when it is really necessary.”

We were pleased to have positive feedback on such a wide range of aspects at the practice.

Area 3

We asked patients to identify what the practice could do better to improve their experience.

We responded to the comments made by patients by displaying them on the PRG noticeboard in the waiting room:

“Varied opening and closing hours to cover those at work.”

We do try to accommodate working people by offering appointments in our extended clinics held in the evenings until 7.30pm, usually on Tuesdays and Wednesdays and on some Saturdays.

“Blood tests outside of work hours.”

Blood samples, which must be fresh when they arrive at the Path Lab, are collected by the hospital courier at 11.30am each day so unfortunately we are unable to offer blood test appointments after this time.

“Easy accessibility to extended hours appointments.”

While primarily for people who cannot attend appointments during the working day, appointments in the extended hours clinics are available for anyone.

“More time with the doctor during the visit.”

If you feel you need more than the usual 10 minute appointment please ask to book a double appointment.

“Access to a well woman clinic.”

Although we don't currently offer a specific Well Woman Clinic, all the doctors can give advice on contraception, HRT, breast checks and cervical smears as well as height and weight measuring and blood pressure. No matter who your doctor is, you may book an appointment with a female doctor if you wish. NHS Health Checks are also offered every 5 years to patients without pre-existing conditions aged 40 to 74.

“More appointments enabling patients to book earlier online (ie well beyond 4 weeks).”

We have found in the past that appointments offered more than 4 weeks in advance are more likely to be forgotten. We do all that

we can to reduce the number of lost clinical hours and this is one way of limiting it.

“It would be helpful if the check-in screen could say whether your appointment is likely to be on time or if there is going to be a delay.”

A message appears at the bottom of the check-in screen, when it directs patients to a waiting room, stating “Expected waiting time is x minutes.”

“Some way of the pharmacies collecting prescriptions quicker when requesting repeats.”

Prescriptions used to be collected from us on a daily basis by the pharmacies but unfortunately they have reduced this service due to the rise in electronic prescriptions.

Area 4

We asked patients whether they feel safe within the practice.

100% of patients who responded said yes and there were additional comments such as:

“Always 100%!”

“GPs are brilliant, feel very safe in their hands.”

“Yes, listen well and are very patient often with a list of anxieties.”

“Yes they are always very courteous and polite and reassuring of situations.”

“Yes, asking how I like to be addressed, ensuring blinds/curtains are closed during examinations.”

Patient safety is important to us and we are pleased that patient feedback reflects this.

Area 5

We asked patients if they feel they are treated with dignity and respect within the practice.

Patients said:

“Yes, attentive when asked questions at the counter, doctors listen when consulted, escorted to visiting rooms courteously.”

“The staff are always very polite and take time to listen and I always feel as though my query is important to them.”

“Yes they use preferred names, are polite and greet on arrival.”

“Yes, asking how I like to be addressed, ensuring blinds/curtains are closed during examinations.”

“Yes although some of the receptionists can come over as abrupt and uncaring at times.”

We were pleased with the positive feedback and will be including some of the negative comments received and addressing them in our regular ongoing staff training.

Area 6

We asked patients if staff appear well trained and knowledgeable within their field.

Patients said:

“Yes excellent. Very professional surgery from reception through to clinical staff.”

“The GPs and nurses most certainly. The reception side of the practice certainly know the structure and operation of the practice.”

“Yes throughout the surgery.”

“Not all the reception staff are knowledgeable.”

We will always have staff with a range of experience and skills and we work with them to identify, and implement, training based on their individual requirements.