

PPG Awareness Week – 4th - 8th June 2018

Key points abstracted from notes taken.

132 patients spoken to.

Details of two potential new recruits to the group left at Reception for follow up.

Overall the majority of responses were extremely positive regarding the doctors and all support staff.

Examples as follows:

- "Have been here since 1985 and would never change."
- "100% happy. I appreciate the holistic approach, and blood taking no longer a problem now I have overcome fear of needles."
- "Very good. Information helpful, and they are always very kind to me."
- "Brilliant. Best surgery I have had for years. They are very good with children too."
- "Prescription organisation very good."
- "We moved but asked to remain with this surgery."
- "A particularly good surgery given the problems G.P.'s have today."

Other issues raised as follows:

- Difficulties of contacting by telephone.
- Not enough bookable appointments, and it is difficult for the elderly to come at short notice.
- Automatic doors would help self access.
- Do not like giving the reason when requesting an appointment.
- Sometimes have a long wait to see a doctor. Can fully appreciate why, but it would be nice to be informed of a delay.
- Two patients commented that when they had had to see a doctor they were told they should have seen their own G.P.

Two incidents:

- One patient was very agitated and insistent that he should see a particular doctor imminently. Hannah dealt with the situation very well.
- A patient exited the doctor's room shouting at him, and then complaining loudly and within earshot of all in the waiting area about "being dealt with in a disgusting way," followed by ringing people on her mobile further voicing her views. Pauline coped with the situation professionally and calmly, provided a complaint form and advice to return it to the Practice Manager.

A most interesting and worthwhile week, which will be on the Agenda for the next meeting.

Mike Coates