

Patient Participation Awareness Week

6th – 10th June 2016

AIM

To promote the role and benefits of PPG to patients and to create more understanding of the value of true patient participation.

Monday – Comments/Observations

No. of patients 21

- Moved here in last 2 years and are very pleased with the practice.
- Very happy with practice but feels website/appointments system needs updating.
- Like an old fashioned doctors – great ambience.
- Very happy with practice. Moving to Costessey but wants to stay with the practice.
- Accessible, friendly and competent. Appointment on the day issue.
- Really happy.
- Repeat prescription box working well.
- Sample courier – very happy with arrangement.
- Generally happy but would prefer opening on Thursday and change a.m. phoning time.
- Elderly person – “far too busy” to talk to us.

Tuesday – Comments/Observations

No. of patients 16

- Relatively new but very happy.
- Patient’s first visit. Was recommended.
- Criticism – issue over confidentiality and booking appointments – sees any doctor rather than a regular. Practice ok but not the world’s best. Understands pressures (wife a GP)
- Issue of appointments. None available online for 2 weeks. Phone difficult. Lives close enough to walk down for 8.30am. Fully aware of services.
- Follow up from consultation – Dr is “lovely”
- Patient been here since the 1960s!
- Absolutely no problem with appointments – a really polarised issue.
- Patient prescription collection volunteer impressed with the system.
- All impressed with EPS.

Wednesday – Comments/Observations**No. of patients 12**

- Moved to area 2 years ago. Very happy with surgery. Appreciated effort by nurse in asthma investigation and ultimate referral to hospital.
- Already spoken to someone from PPG on appointment earlier in week.
- Moved here from London. Very happy with practice overall.
- ? of feeling lack of compassion on one Doctor's part when anxious about sons' condition and refused blood test.
- Moved here from London 2 years ago. Regular user of practice. Very happy with all concerned.
- Moved here from Spain 2 years ago. Not regular user of practice but very happy thus far. May be interested in joining group .
- Very happy. Has Autistic son. Practice brilliant in their support.
- Regular for 4 years. Very happy. Website confusing to negotiate. Receptionist rang back regarding appointment, found intrusive but happy otherwise.
- Registered for 30 years. Very happy with all aspects of practice. Interested in joining group. No email access.
- Registered for 9 years. Very happy overall. Wasn't aware of appointment booking available on website. Lives fairly near so tends to telephone in. Maybe interested in joining group.
- Quality of care varies from doctor to doctor. Phoning for appointment at 8.30 for appointment. Sometimes get through at 9.00am and receptionist says no appointments available and should have phoned sooner – very annoying.
- Phone at 8.30 for appointment. No doctor in practice entirely on 2 consecutive days. 111 service doesn't have access to medical notes. Not helpful. Would be good to have more focus on this practice i.e. Bowthorpe bigger surgery with more doctors and facilities so more focus.
- Been with surgery for 30 years. Not regular user. Overall satisfied. Not interested in joining group. No negative issues.
- One patient not interested in talking to me. Foreign person – may be language issue.
- With practice 9 years +. Very happy overall. Uses website. No complaints as computer savvy! Would be interested in joining PPG.
- With practice 2 years. Would prefer to have allocated doctor of choice. Wasn't aware of appointment system on website. Usually manages to get appointment by phone but nuisance trying from 8.30am. Overall satisfied.

Thursday – Comments/Observations	No. of patients 15
<ul style="list-style-type: none"> • First three – patients for many years and very happy. • One patient – first visit (practice recommended) • Repeat prescription box works perfectly. • Easy morning – everyone hugely positive. 	
Friday – Comments/Observations	No. of patients 13
<ul style="list-style-type: none"> • Fantastic (live on street) • Son has seen medical students in past. • Booking system is obstructive. Understand difficulties. Will think about PPG. Question – has no. of patients increased per doctor? Are they obliged to take more? Mentioned online service (gave name to member to reception) • Happy. Came here for appointment. Not realising Trinity Street & Bowthorpe were different surgeries. • 2nd visit, great so far, can't comment further. • Generally pleased. Referred to podiatrist, how long to wait? 1 month already. • Positive responses "8.30 scrum" • Always have been very happy with services. • Marvellous (27 years) 	

Next PPG Meeting – Tuesday 12th July 2016 at 12:00