

# CHEW MAGNA SURGERY

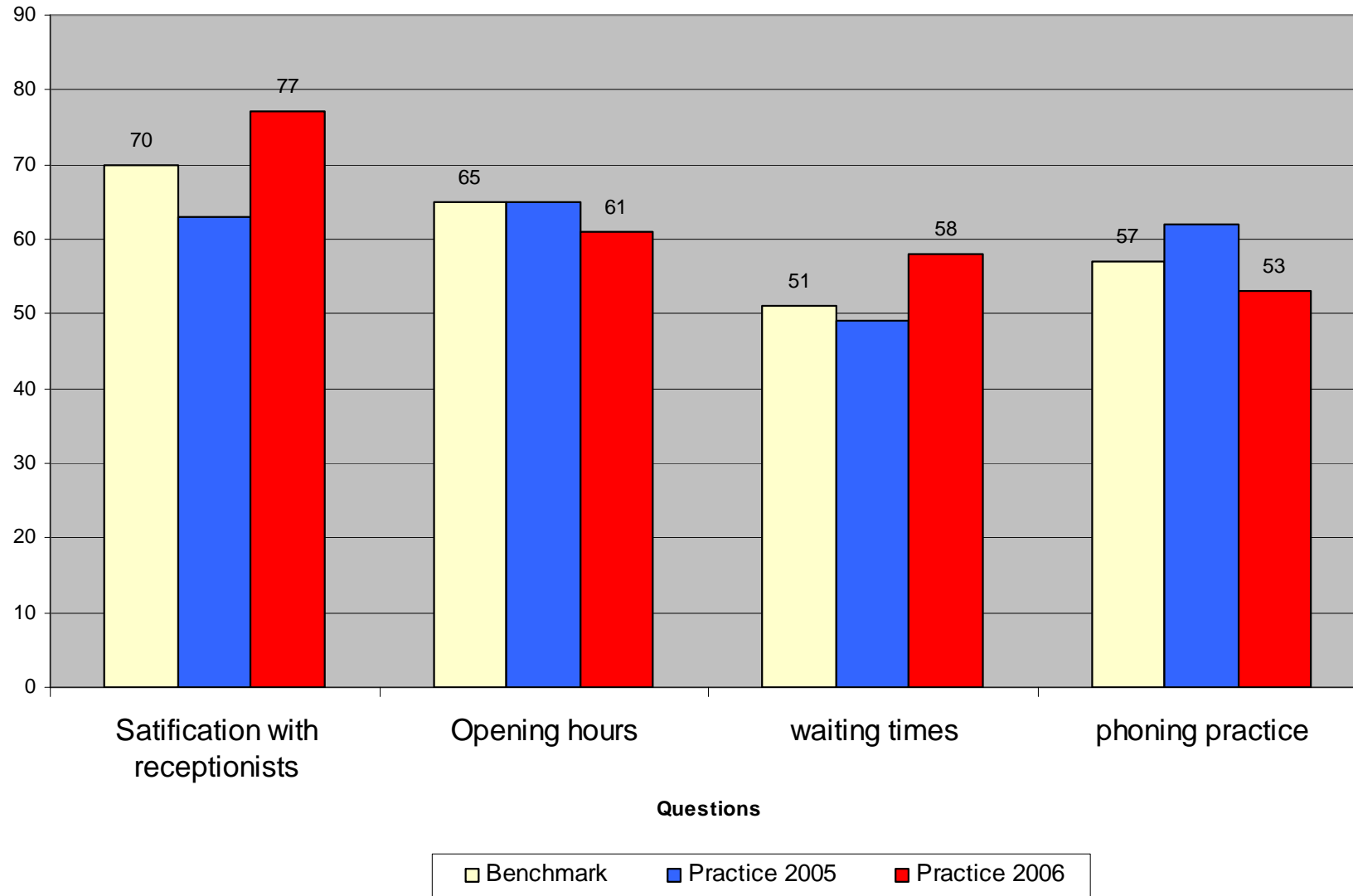
PATIENT GROUP MEETING

27<sup>TH</sup> FEBRUARY 2007

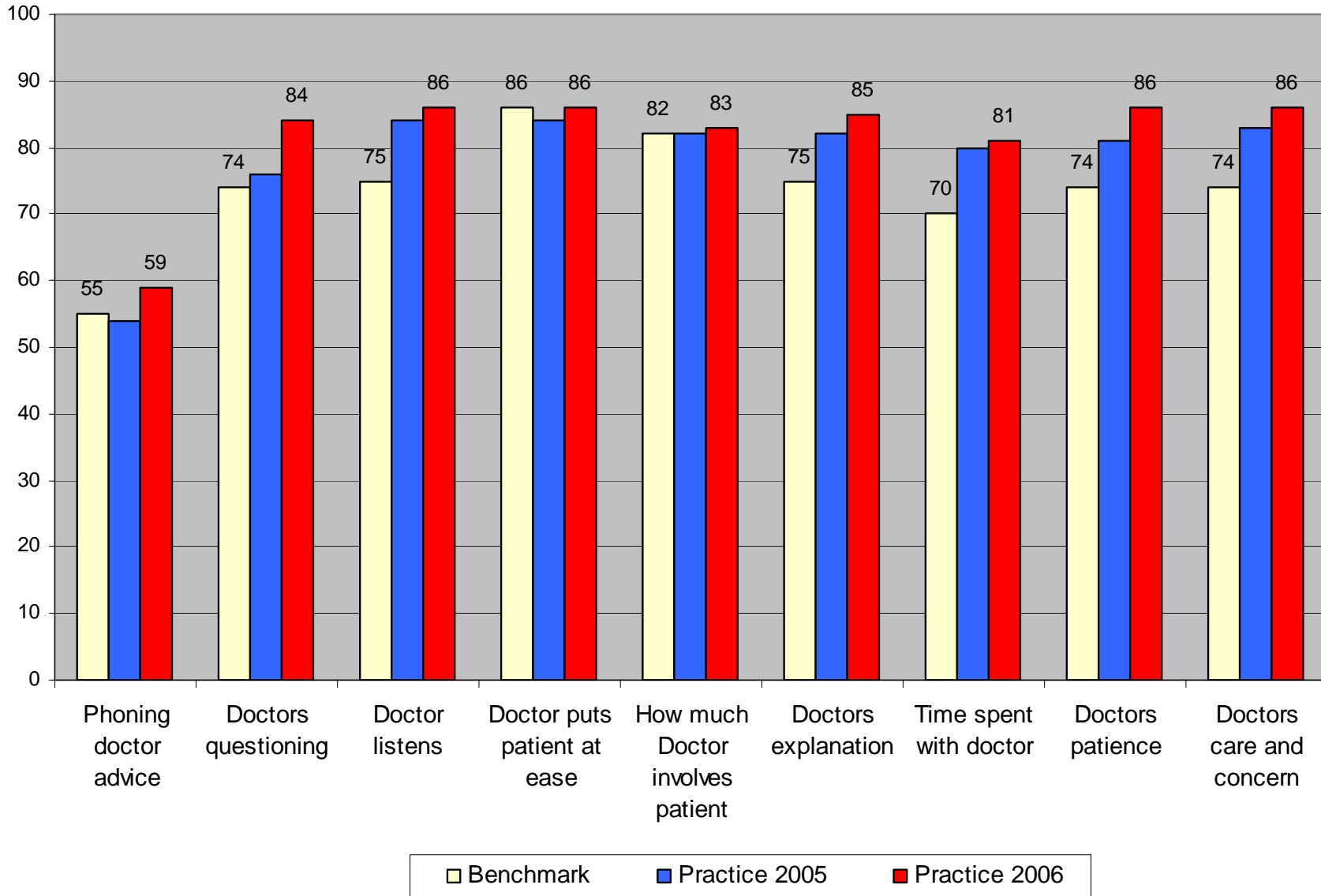
# PATIENT SURVEY

- 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%

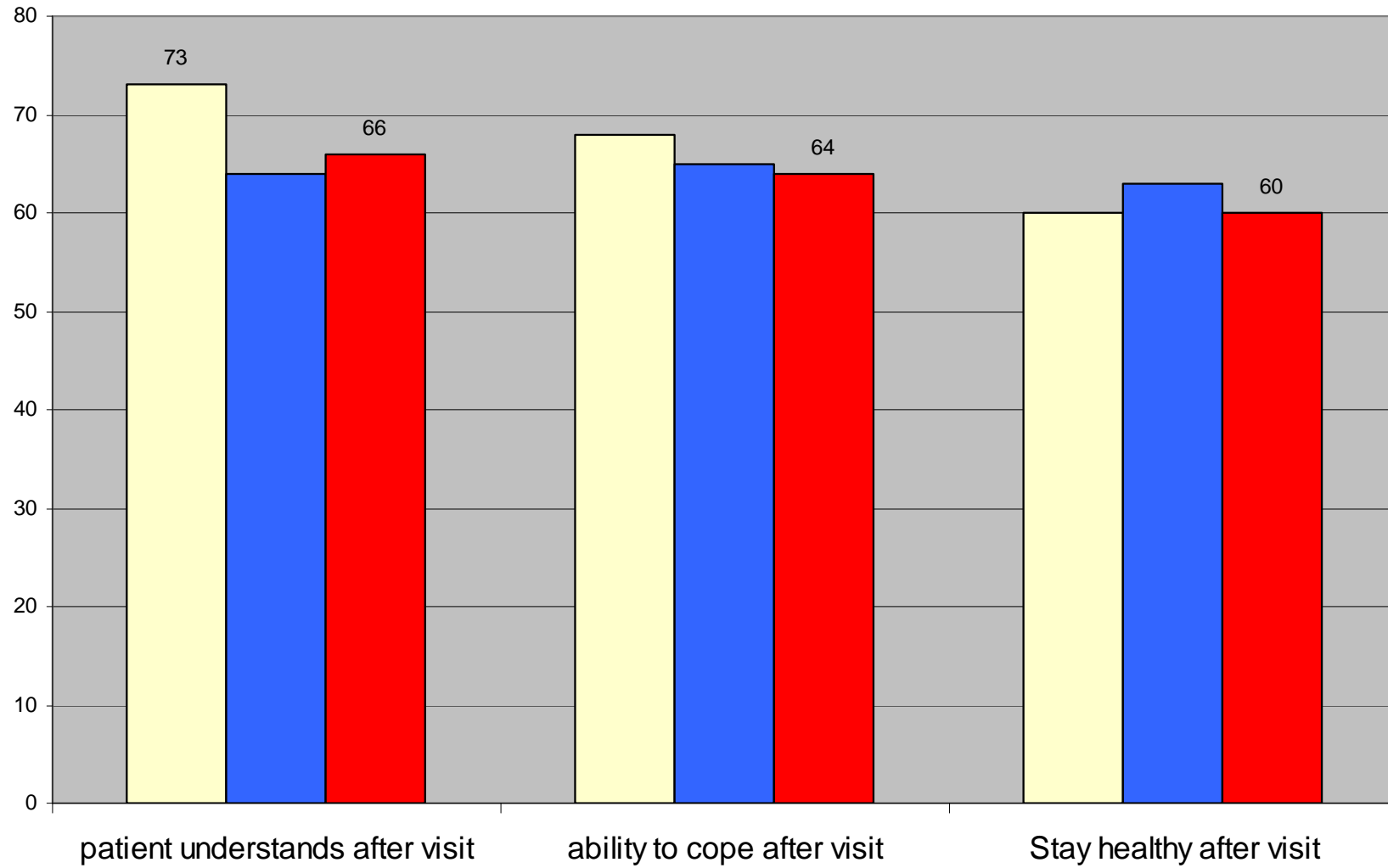
# Patient experience



# Patient / Doctor relationship

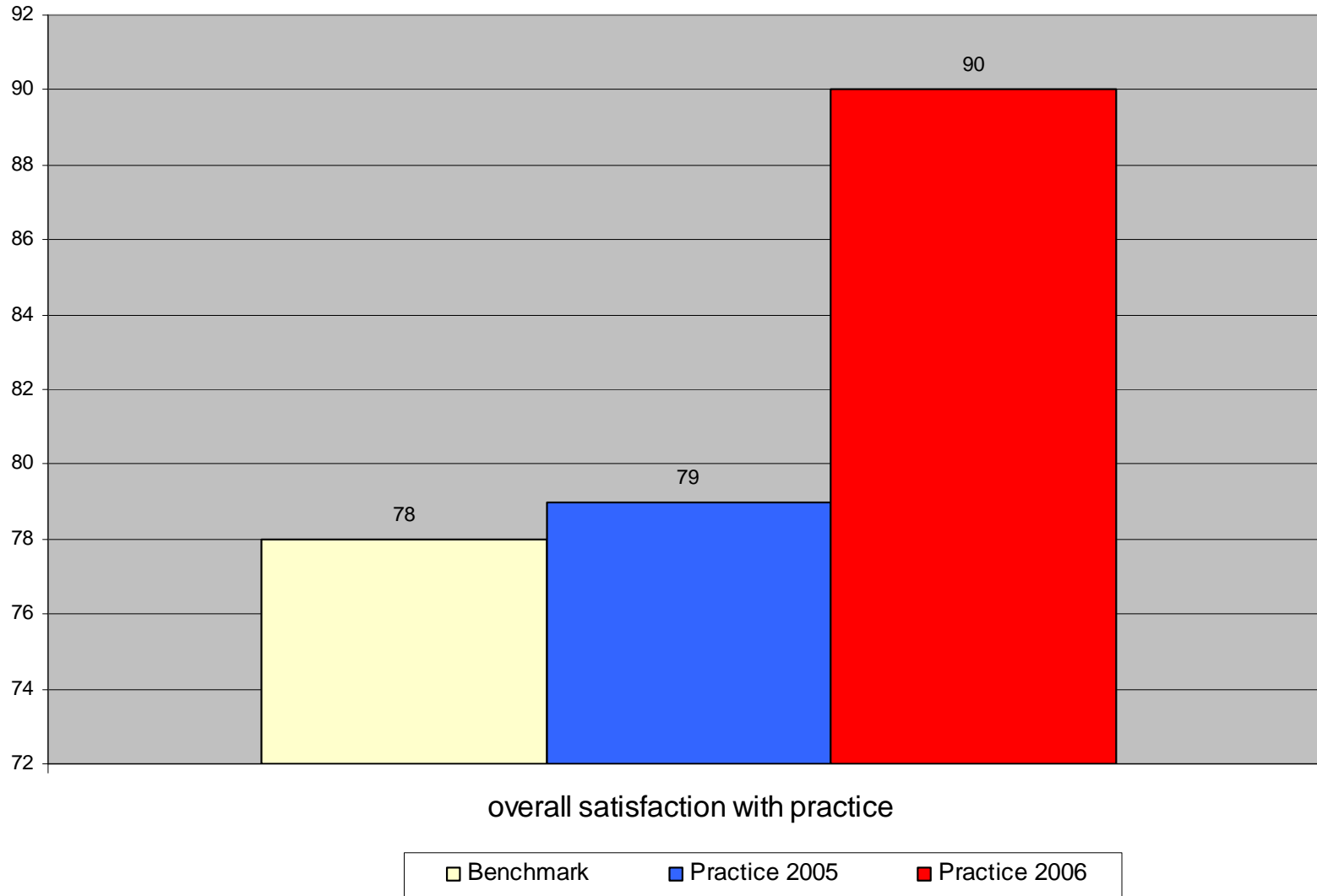


# Aftercare



□ 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



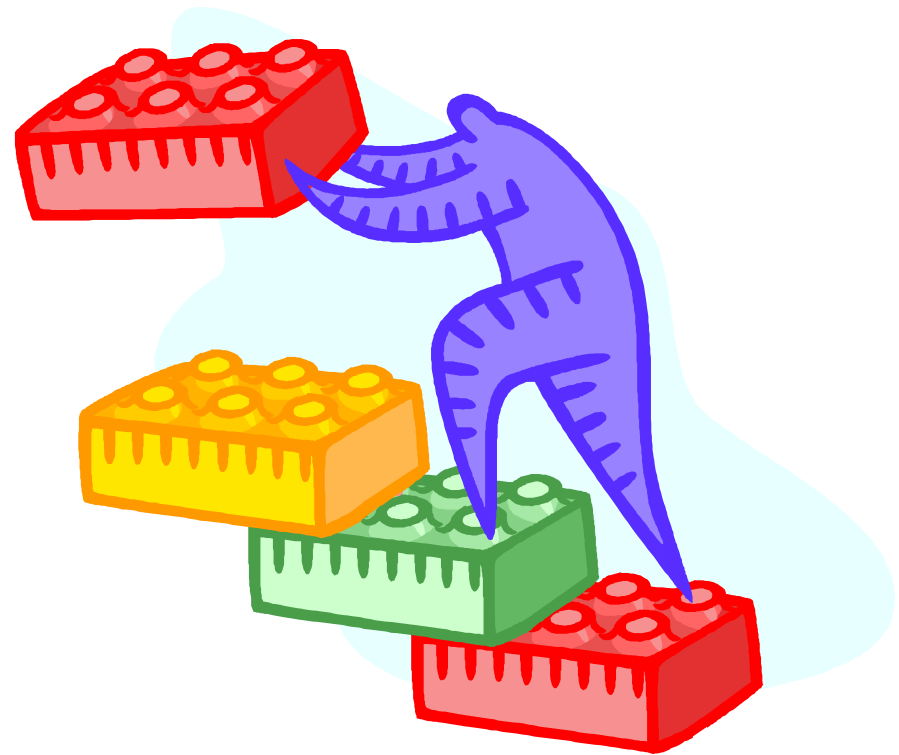
## Positive results

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

- **12% increase**  
compared to 2005

With

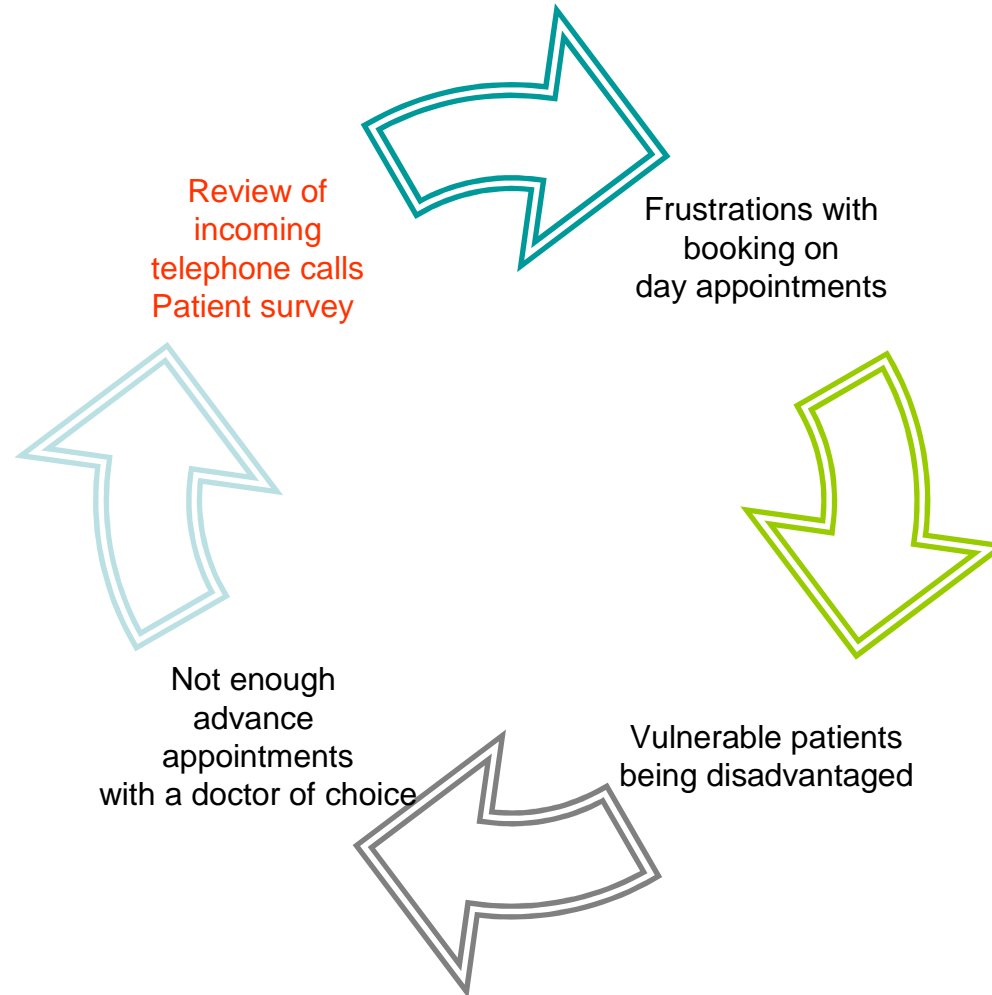
overall satisfaction with  
the service received  
from the surgery



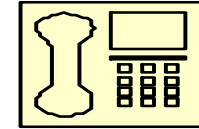
**DEVELOPMENTS**

**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 5<sup>TH</sup> MARCH**

***WE WILL OFFER***

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

# From Monday 5<sup>th</sup> 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.**

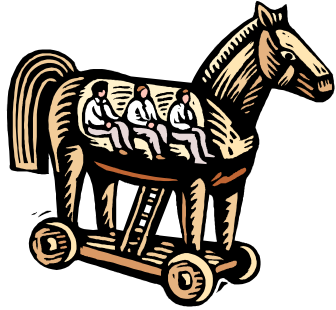
# Other developments within the practice

Web site in development  
[www.chewsurgery.co.uk](http://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