



Chapel Row Surgery Patient Participation Group

Patient Questionnaire Feedback Report

How to get the best out of your doctor!

The results of the recent GP questionnaire have now been published. A random selection of patients, (25 in every 1000), were asked how satisfied they were with a range of services provided by the surgery and the Practice would like to share the results with you and **ask for your comments on the findings.**

The Practice used a specific patient questionnaire called the GPAQ survey, (General Practice Assessment Questionnaire), which produces an average score for each question. The Practice responses showed that patients scored the surgery better than the average in 17 out of 20 areas, but in six areas scores were slightly lower than last year but still above the GPAQ survey averages.

The three areas in which your level of satisfaction with the Practice fell below the GPAQ benchmark concerned;

- a) The availability of a particular doctor.
- b) The availability of any doctor.
- c) The length of time you have to wait in the surgery to see your doctor.

The doctors and the Patients' Participation Group feel that it would be helpful if they explained why these problems sometimes arise.

Because of the booking system, available appointments can be booked several weeks ahead and once the appointment slots are filled, there are only emergency places available for those who need to see their doctor urgently, unless you are able to attend the Open Surgery on Monday mornings. Once the slots are filled there is little that the doctors can do to change the situation.

One way in which we the patients can help, is by remembering to cancel an appointment which we no longer need. Every week a considerable amount of the doctors' time is wasted by people not bothering to cancel and not bothering to turn up. Of course, this means that someone else needing a slot cannot be fitted in. If we telephone the surgery to cancel our allocated appointment, then someone else can have that slot. It is such a simple way of improving matters and one that is in our hands to remedy. **A phone call is all that is needed.**

A number of patients also felt that the amount of time they had to wait in the surgery to see their doctor was too long. The length of each slot is 10 minutes and, as many of us appreciate, if longer is needed we are given the extra time. The downside of this is that a backlog builds up. The other way in which a doctor gets behind is when patients **present with several problems**, doubtless feeling that since they have got the doctor's full attention they might as well get in as many ailments as possible! It would be helpful if we either restricted ourselves to the main problem or asked at the time of booking, if we could have a double slot. This method should be used sparingly however because it obviously means that fewer of us can be fitted in to a surgery!

The other way in which we could help the doctors to see more patients is by being prepared to **see the Practice Nurse** to see if she can help. If she cannot, then of course she will then pass us on to the doctor. The doctors do feel that the highly qualified Practice Nurses are not being used to the best effect at the moment.

The Patient Participation Group would appreciate your comments on the above, either by writing to the Practice Manager, e-mailing the surgery on 'crsurgery@hotmail.com' or come and talk to us at the next PPG meeting which is on **Wednesday 16th August at 7.30 pm** at the surgery.

Future PPG meetings are advertised above the PPG Notice board in the surgery waiting room, which is also where you can find copies of the minutes from our last meeting.

The old stagers in the Group would also like to say that we would love to have some new blood on board! We meet every three months and do feel that we play a useful part in the discussions that are taking place over the future of our Practice and the wider concerns for the future of the NHS in West Berks.

If **YOU** would like to influence the way in which local health services are developed, come and have your say at one of our **Patient Participation Group** meetings.

Patients Participation Group.

April 2006