



PPG Awareness Week 1st – 6th June 2015

FEEDBACK NOTES

01/06/15	M Coates spoke to 18 patients
03/06/15	J Carroll spoke to 17 patients
03/06/15	M Coates spoke to 9 patients
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Out of the total of 53 patients across the age and gender range all were complimentary about how the practice is run and the following issues emerged.

1. Online awareness ranged from no knowledge, aware but not using, and positive about being able to use the system effectively. Some patients experienced difficulty in logging on and some found slots already filled once they had logged on. It will be worth ensuring that when patients do request to use the system that they are told to wait 24 hours before attempting to log in.
2. Some patients were aware of the PPG, others not, and five expressed an interest in joining it. They were guided to approach the desk staff. The lunchtime meeting for some patients is regarded as a stumbling block, particularly for those in full time employment.
3. There was some concern regarding confidentiality within the waiting area where telephone calls and conversations between patients and reception staff could be overheard. Everyone appreciated that given the size and layout of the building this will be a difficult issue to overcome. One patient in particular expressed concern to JC that she had witnessed a GP shouting to the nurse across the waiting area about a patient being seen in the surgery and requiring input.
4. Ongoing concern about getting through on the telephone/delay in answering calls.
5. Concern by some about not being able to always get an appointment with their doctor of choice.



6. Saturday morning appointments are only available at Bowthorpe. Not everyone has access to a car and getting there by bus is not an easy option. Could these slots alternate between Bowthorpe and Trinity Street.

7. One patient, a retired Nurse from another GP practice said to JC that the leaflets on the notice boards were depressing and unnecessary. They could be better displayed on a rotational stand, with the information categorised into different age groups. She also suggested that more light hearted information could be displayed on the PIP screen eg fundraising activities if undertaken, when staff are on holiday. She also suggested people's holiday pictures! JC tactfully rejected the idea.

8. From the same person above. Was there the facility on site to have a visiting physiotherapist and other services to avoid patients having to go elsewhere.

9. Patients who had been involved in input to Medical Student Groups were keen to continue if approached.

10. Some patients not aware of the Suggestion Box. Could it be sited more prominently.

The response to our presence was very positive, and both of us think the exercise eminently worthwhile.

It was noted during the time we spent in the waiting room the number of patients, particularly those with pushchairs, who struggled and had great difficulty with the doors and required our assistance.

M S Coates
J Carroll