

PARBOLD PRACTICE SURVEY REPORT 2014-2015.

Previous years surveys.

In the first survey the practice performed in 2012 we used a web based site called Survey Monkey to distribute the survey to the Practice Group and then to the practice population as well as using our own website the local newsletter and surveys in the waiting room.

Last year 2013-2014 we decided to use only the practice website and the local newsletter along with available surveys in the waiting room and we found this to be just as efficient as using Survey Monkey.

This year's survey.

In August this year the practice group were again contacted individually and asked if they were still happy to give up their time and continue in their role for the survey population. The practice feels that the group fully complies with the recommendations as both male and female, young and older patients are members of the group but unfortunately as the demographics of our practice catchment area the population is almost 100% white and this of course is reflected in the group. The vast majority of responses back to the practice were in favour of continuing with the group but one of our young ones has now gone off to Medical School and was unable to give her full attention this year. The PPG is advertised on the surgery website and states that if anyone is interested in becoming a member to get in touch with the practice Manager again this year we have not had any response to this so we decided to go ahead with the group already registered.

A list of questions was devised by the practice and were sent to the existing members of the group to peruse and give their opinions. They felt, as the surgery did, that these questions were both helpful and informative, and so the questionnaires were given out to the practice population. We did this by advertising the fact on the local newsletter, electronically on the surgery website and copies of the survey were distributed in the surgery waiting room.

The surgery web address is www.parboldsurgery.co.uk and the survey results and report will be published on this site. The Parbold surgery website also has facilities to announce to the practice population where they can see paper copies of the finished report and this will also be published and a copy left in the practice waiting room. These procedures will also be advertised in the local newsletter.

We felt in view of the dramatic increase of attendances to Accident and Emergency departments in the area and throughout the country that it would be beneficial to our patients to know where they could obtain medical help and attention when the practice is closed for both minor and emergency treatment, therefore this year we have tried to make our survey educational as well as helpful to the patients explaining where they could

receive treatment and giving them a print off with the appropriate telephone numbers and it was enlightening to see just how many of our patients were unaware of the out of hours help available to them.

We had over 150 responses to our survey which is comparable to the amount of responses over the last three years and although a large proportion of our patients did say that they were already aware of the services provided after hours there was a significant proportion that were not, all patients took away with them sheets of helpful telephone numbers and information on where to go for out of hours help if required.

Our surgery opening hours are displayed in the waiting room and on NHS Choice website, they are 8.00am-8.15am manned for emergencies only

Doors open from 8.15am – 6.30-pm Monday to Friday

The surgery is closed each day between 1pm and 2pm and is manned for emergency calls only.

Emergency appointments are available every day at the end of morning surgery or at the end of evening surgery if patients feel their symptoms cannot wait for a normal appointment.

The surgery may close on a Wednesday or Thursday afternoon when the local CCG group meets to discuss any issues that arise, on-going training and clinical care. These dates are always published at least a month beforehand in the local newsletter in the surgery and on the practice website and these dates currently amount to no more and one closure a month.

Our Out of Hours (OWL's) telephone number is 01695 588777.