

Patient Participation Group Report 2019

Tavyside Patient Participation Group has 18 members. It comprises of 11 females and seven males. The members range in age from 23 to 86. We contacted 18 of them via e-mail and one via post. Out of the 18 patients that we sent a survey to, 11 replied.

Our survey was made up of five statements and patients were asked if they agreed with them. The questions and responses are below:

Question one

I understand that the Practice now offers patients the ability to view test results and documents via GP Online Services.

11 People responded

Strongly disagree	Disagree	Neither	Agree	Strongly Agree
Two	Two	Two	Four	One

Action taken

Promotion for this service is on-going. We are currently displaying posters, banners and balloons in the waiting rooms, advertising this service via our website and our Facebook page as well as displaying posters and short video clips via our televisions in both waiting rooms. Our Information Officer has also produced a newsletter solely to promote the online services that we provide. Our reception staff are also verbally promoting this service where appropriate.

Question two

There is sufficient information in the waiting rooms for me to pick up and read. I find that there is lots of useful information on medical conditions as well as the latest information always being displayed on the televisions.

11 People responded

Strongly disagree	Disagree	Neither	Agree	Strongly Agree
*****	*****	Two	Seven	Two

Action taken

Health promotion is always changing and we are constantly changing posters and information leaflets in our waiting rooms to meet requirements. Most responses are positive so we are satisfied that what we are currently doing is working and will continue to ensure patients can get the most up to date information from the waiting rooms.

Question three

I am aware that the Practice offers a minor operation clinic where I can have minor lumps, bumps and moles removed as well as having ingrown toenails removed (Tavistock site only).

11 People responded

Strongly disagree	Disagree	Neither	Agree	Strongly Agree
Two	Two	*****	Three	Four

Action taken

More information will be made available for this via our website, waiting rooms and social media.

Question four

Similar to last year, I am aware that there is always a duty doctor who works across both sites, now including Lifton Surgery. I understand that the Duty Doctor can return my call if I feel it is an urgent matter on the day and cannot wait for a routine appointment.

10 People responded

Strongly disagree	Disagree	Neither	Agree	Strongly Agree
*****	*****	One	Five	Four

Action taken

We are pleased to hear that most of the patients who responded are aware of the duty doctor system. We will continue to inform our patients of this via our quarterly newsletters, digital displays, patient guide and as they phone the surgery to book appointments.

Question five

I am fully aware that many organisations (including the NHS) are now working in accordance with the General Data Protection Regulation 2018 (GDPR) and I am aware of the changes that have been made at the Practice.

10 People responded

Strongly disagree	Disagree	Neither	Agree	Strongly Agree
*****	Three	One	Four	Two

Action taken

The General Data Protection Regulation 2018 is a very complex law that is still being adjusted to within General Practice on a monthly basis. We will as always keep patients updated when these changes arise and ensure we have information in our waiting rooms, website, social media, email and word of mouth.

Comments received

Out of the 11 people who responded, seven left comments/ suggestions on how we can improve our service.

1. The Press and indeed our Practice often remind patients that there is a high number of patient "no shows" costing money and creating delays in treatment. It is also reported through Press that there is a national shortage of GPs. However, often an appointment to see a doctor is in several weeks' time, which means that by the time it arrives the patient has sought treatment elsewhere or recovered and forgotten they have an appointment. Less "no shows" will be achieved by earlier appointments. The reminder system works well but only if the patient still needs to appointment.
2. Excellent service
3. My only observation is how difficult it is to see Dr Robbins, I have seen her for many years. However, all the Doctors and staff are very good and pleasant.
4. Reference number one - My records (test results etc) are not up to date. Not showing test results and documents. I am registered online. Reference number three – I was not aware of this facility.
5. I have received three letters from reception asking me to get back to them for non-urgent test results. As I was away, I couldn't respond by phone, unaware that It could have been by email.
6. It is extremely important for elderly patients to see their preferred doctor whenever necessary, but waiting times over four weeks is often the case! Very frustrating (even though digital records are available to others).
7. Neither denotes unaware due to own awareness rather than failing of Practice to make one aware.