

CLECKHEATON GROUP PRACTICE - Patient Participation Group Newsletter August 2019: *Special Edition*

Hello my name is Tracey and together with two other members of the Patient Participation Group (Pauline and Margaret), I was present in the surgery this afternoon (with the permission of the Partners and Practice Manager) to provide information about social activities available to residents of Cleckheaton, and collect Friends and Family Feedback on our, patient, experience of using the practice.

This is a Special Edition of our normal newsletter. We normally produce a newsletter after each meeting of the Patient Participation Group. However we believe that we have a responsibility to provide the practice with the feedback given by patients as soon as possible, and share the same feedback with users of the practice.

We spoke with 24 patients / carers in surgery this afternoon and this is their feedback.

FIVE patients / carers stated that they would be extremely likely to recommend the service to friends and family if they needed similar care or treatment.

FIFTEEN patients / carers stated that they would be likely to recommend the service.

THREE patients / carers stated that they would be neither likely nor unlikely.

ONE patient / carer did not know.

In summary; Twenty of the twenty four people we spoke with stated that they would be extremely likely or likely to recommend the practice - this is an 83.3% positive response - thank you.

The single factor leading to a 'neither likely nor unlikely' response was "waiting times for an appointment". All three people said the waiting times were too long; and indeed whilst other people had stated that they were likely to recommend the service, expressing many positive features, a few also expressed concern regarding the waiting times to see a doctor.

A small number of patients commented on the online cancellation of appointments, stating that the system is not working.

Based on discussions at the previous PPG meetings with the Practice Manager we believe these two pieces of feedback (waiting times and online cancellation) are recognised but we will ask about progress at the next meeting and hopefully include some feedback for patients in our next newsletter.

CLECKHEATON GROUP PRACTICE - Patient Participation Group Newsletter August 2019: *Special Edition*

The people we spoke with offered lots of positive feedback. The positive comments fall into four themes:

Firstly patients believe that we have kind, friendly and GOOD doctors in our Practice. Secondly there were lots of comments about the Practice always being friendly and always clean.

The third theme was about the open-access / walk-in facility and the benefits that it brings. Overall the patients / carers stated that they are pleased with the service provided by the Practice.

Two people also stated that it was nice having someone to talk to whilst waiting for their appointment; thanking the PPG members and finding the information provided to be helpful.

In addition to collecting Friends and Family Feedback we (as members of the PPG) were also making information about local services available. During the afternoon we handed out some information about the University of the Third Age, the Local Library and the Step by Step Programme. This afternoon was a pilot. We will receive feedback on the Practice's perception of our presence at our next meeting.

Thank you to all the patients we spoke with and thank you to the Practice team for their support. The following unedited comments are from some of the people we spoke with today:

"The doctor I see is brilliant. I have been to a different practice and would not

recommend it. My only criticism is the long wait to see a doctor"

"I find the practice very helpful and friendly"

"Such services as these are vital to people"

"This GP practice has always provided an excellent service. The sit and wait is very good. One thing I would like to see changed is the policing of the on the day urgent access clinic as it seems to be used by people with non-urgent problems"

"Persistent doctors that always run tests and get to the bottom of a problem"

"The doctors are friendly and well-informed. I like the morning walk-in clinics"

"Well looked after"

"Helpful staff and always able to get an appointment"

"Been with surgery many years. Do a good job"

"Get good response from doctors when attending an appointment"

"Very friendly doctors that I trust. One thing that needs improving is the online cancellation of appointments which doesn't work resulting in receiving emails / text saying we have missed the appointment"

21 August 2019.