



Patient Group Committee

Welcome

The Committee is now meeting regularly every four months. We now have a new member which we are very happy about. We still remain a small group but we are delighted to have someone new who may have some fresh ideas.

The Surgery had a very difficult time during the Pandemic and the staff worked incredibly hard to support all our patients. Staff retention was difficult. I am very happy to say that we now have a very well staffed Practice - which includes a Mental Health Nurse/Pharmacists/Physiotherapist/three part time Locum Doctors alongside Dr Arora and they are supported by the Practice Manager and the Receptionists. If you would like to get involved please contact the Practice Manager (David Jones) and he will pass your details on to me - the Chair. Anne Shillcock.

Welcome

Team Development

The Practice continues to grow and we now have multi professional team offering a range of support to patients. Working at the Surgery alongside the Doctors are a Nurse and two Pharmacists. A Health Care Assistant has also joined us shortly. We are still trying to recruit more GP's.

Social Prescribing

In 2018 the Council set up a team (of 2) Social Prescribers who were based at the Council Office and their aim was to make contact with people who were rather isolated, lonely or looking for advice. This has been a great success and the Team has rapidly increased over these last few years. The Team now has a number of Social Prescribers and they are now linked to the Surgeries. So we now have our very own Social Prescriber. Gillis Noel. Her Role is to offer advice and support to anyone who is lonely and is looking to find a suitable activity, or anyone who has problems with housing and budgeting and needs advice. To contact her you can either phone the Receptionist or call in to the Surgery and ask the Receptionist to be put in touch with the Social Prescriber, who will be able to assess your needs and arrange an appointment

Patient Survey

We conducted our Annual Survey in October 2023. Three of the Committee members spent several sessions asking patients to fill in our Survey Form. We all really enjoyed the opportunity of talking with patients about their experience of the service provided. I particularly enjoyed spending Monday afternoons at the Mother and Baby clinic. Patients were open and friendly and it is clear that most patients are very happy with the service.

The Survey was designed to get feed back from patients on the whole performance of the Practice - ranging from how all staff performed to access to appointments. It was conducted in October. Almost everyone we spoke to were happy to complete the Survey.. I am happy to say that the results were very satisfactory with high marks for Dr Arora and her staff.

We reviewed the results in November 2023 and have developed an action plan which includes extra appointments for children to ease "Winter pressures" and there are also extended hours appointments at the local PCN which can be booked at the Practice Reception.

There is more about the Patient Survey including detailed results on Page 2 of this newsletter.

The Practice are continuing to focus on Recruitment and a Health Care Assistant has started work recently.

We have also managed to recruit an extra member of the Patient group and are always keen to welcome new members so please feel free to contact me via Reception or the Practice Manager.



Patient Survey Results 2023

Following agreement with the Patient Group the patient survey questionnaires were handed out at Reception with the help of PG members and patients were invited to complete then post in a box in Reception.

The results were then analysed by the Practice and summarised. A copy of the Summary of Results were sent to all PG members prior to meeting to discuss the main issues identified.

Key Issues identified by the Survey:

Total Responses = 72

Quality of Services:

31 rated our services as very good, 25 good, 11 fair while only 4 rated it poor and felt it was a problem.

Getting a Test Result

None of the patients rated this service "poor"!

See a Health Professional Face to Face

Only 5 patients rated this service "poor"

Overall Satisfaction with the services at the Surgery = 95% (Excellent Good or Fair)

Satisfaction with GP, Reception and Nurse were also rated similarly high.

The vast majority of patients found the Receptionists helpful with zero patients unhappy. Zero patients were unhappy with GP

Treatment and none were unhappy with visit to phlebotomist or pharmacist

Seeing a GP:

Most patients were able to get an appointment with a GP within 48 hours with only 17 identifying it as a problem.

The Practice feel that this was a significant issue that required discussing in detail with the Patient Group and an action plan.

*The Practice met with Patient Group recently and agreed following **Action Plan**:*

Action Plan:

Practice to provide an additional 2 to 4 appointments each day for children under 16 during the busy Winter months November 2023 to April 2024. The extra Paediatric appointments will be mainly allocated in the period after 3.30pm.

Practice to continue to embrace the new technology to improve services for patients – New telephone system – cloud based to enable hub working. GetUBetter APP etc

NHS Zero Tolerance

The practice fully supports the NHS Zero Tolerance Policy. The aim of this policy is to tackle the increasing problem of violence against staff working in the NHS and ensures that doctors and their staff have a right to care for others without fear of being attacked or abused.

We understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint. We ask you to treat your doctors and their staff courteously and act reasonably.

All incidents will be followed up and you will be sent a formal warning after a second incident or removed from the practice list after a third incident if your behaviour has been unreasonable.

However, aggressive behaviour, be it violent or verbal abusive, will not be tolerated and may result in you being removed from the Practice list and, in extreme cases, the Police will be contacted if an incident is taking place and the patient is posing a threat to staff or other patients.

PCN and new services

Great Hollands Practice is working with other local practices as part of the Bracknell and District Primary Care Network to provide new and innovative services for our patients including Practice based Mental Health Nurse, pharmacists, social prescribers and Paramedics helping to undertake home visits to patients.

Care Co-ordinators are also being funded by the PCN's to help co-ordinate services for vulnerable patients.

PRACTICE WEBSITE:

Please take a look at our website www.greathollandspatients.nhs.uk and let us know what you think. There is a lot of information on our services offered to patients and you can eConsult with your GP, order your prescription and view your medical records online. We welcome your feedback.