

Baddeley Green Surgery

Patient Reference Group and Practice Survey Report 2014

Website

The Practice Survey has been on our website since October 2013
www.baddeleygreensurgery.com.

Patient Reference Group.

Since August 2011 we have been inviting patients to become members of our virtual PRG. We have endeavoured to engage a fair representation of our registered patients by posting communications on our website, posters in reception and verbally. The aim was to obtain the views from a broader representation of the practice population who may not be able to attend meetings.

Profile of the Group:

Female 8	Ethnicity
Male 10	British 17
Ages:	Pakistani 1
Under 16 1	
35-44 2	
45-54 4	
55-65 5	
65-74 4	

We asked the PRG members to forward their 3 main priorities that they felt should be included in our patient survey. We selected the 3 that the majority had suggested.

We published our patient survey on our website and also had paper copies in reception for patients who did not have internet access.

The results of the survey and action plan were discussed with our PRG members.

Patient Survey

Process

From the priorities submitted by the vPRG the 3 most popular were:

Telephones
Car Parking
Locum GPs

The survey was run from October 2013 to Friday 28th March 2013. It was advertised in the waiting room and on all the internal doors advertising that it could be completed on the surgery website or by forms available from reception. All questionnaires were anonymous. Once the survey was over any paper copies were added onto the website by a member of the staff using the same online survey.

We received 68 completed questionnaires.

The results were emailed or posted to all members of the vPRG and available in the waiting room at the surgery.

Response and Action Plan

Telephones:

We now have an additional receptionist to ensure that we have 3 reception staff in the mornings and 2 every afternoon, to ensure the telephones are answered promptly. The vPRG agreed that this was a very positive action.

Car Parking:

Quote from Survey Report 2013 '*Planning permission was given for a new surgery to be built on the land adjacent to the existing surgery building. Due to residents objection this is no longer feasible. We have explored all options to gain additional parking, but unfortunately it has proved impossible to create additional parking on our premises.*' We are still unable to resolve the parking issue. We are actively looking for land to develop a new surgery with adequate parking. The vPRG agreed that there were no options where we are currently situated.

Locum GPs:

We are still actively looking for an additional GP. We have advertised and interviewed but have not yet been successful in recruiting. Other practices are trying to recruit so there are numerous vacancies in this area. The vPRG commented that they were aware that we were actively trying. They felt that at least by seeing locums it was better than not to be able to get a timely appointment. They hoped that we would secure a regular in the near future.

Conclusion from the vPRG

The practice is trying to improve the areas that have been highlighted, but some areas like the car park are out of their control.

Compared to my last GP this practice is much better. Getting through on the phone can sometimes take a little time and its easier to make an on the day booking as opposed to in advance, which were supposed to be for emergencies, but oval the staff and doctors are very good.

Baddeley Green Surgery Opening Hours

Day	Core Hours	Extended Hours
Mon	8.00am – 6.00pm	
Tues	8.00am – 6.00pm	
Wed	8.00am– 6.00pm	6.30pm-8.30pm GP and Practice Nurse
Thurs	8.00am – 1.00pm	
Fri	8.00am-6.00pm	

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Access to services can be obtained by face to face or by telephone