

Patient Participation Group Survey – Summary of 2013 Results

Following the analysis of the PPG 2013 survey results we are actively addressing your comments and we are still interested in identifying any areas where you want more information.

The respondents covered a wide age range but most were in the higher age ranges (60 to 79).

There were 150 females and 111 males responders.

Appointments - Most were able to make an appointment the same or next day. Most of the later appointments were by choice, waiting to see a particular Doctor. 94% of patients were happy with their outcomes.

Waiting Times for Outpatient Clinics - There was a wide range of waiting times for outpatient clinics. If you are not given an appointment within the timescales discussed with your Doctor, please contact your Doctor again, (via Reception).

Who to Call Out of Hours - as predicted there was a wide variation in responses to this question and who you call does depend on how seriously you are ill.

999 must only be used for **life threatening** emergencies.

For all other problems you should **call 111** – see the link on this page for more information, or the booklet that was delivered to every household in the country last year.

If you call the surgery out of hours the message will advise you to call 111 unless it is a life threatening emergency.

Surgery Hours - 41% of patients did not know the surgery hours. The surgeries are open from 08.00 to 18.30, Monday to Friday. East Hoathly is closed on Tuesday and Thursday afternoons. In addition to normal surgery hours the doctors offer extended hours to include early mornings, a late evening and some Saturday mornings. These clinics are all for pre-booked appointments and currently only held at Buxted. Please ask either Reception for further details.

Accesses to the Internet - Most responders (77%) have access to the internet but only 38% had looked at the **Buxted & East Hoathly Medical Centres** website. Of the 77 that had looked at the Buxted & East Hoathly website only 56% had looked beyond the front page.

Do you have access to the Internet?

**Have you look at the Buxted
website?**

This Website is full of useful information and links to other helpful sites, and could help you with many of your concerns!

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Response to Suggestions

- A call system for patients will not be implemented. The current system allows the Doctors a clear break between patients and allows them to stretch their legs. It also allows them to observe you before the start of your consultation.
- The problems in the Pharmacy have now been resolved and you should all notice an improved service.
- It is not always possible to see the Doctor of your choice as they may not be working that day or do not have any spare appointments on the day. All our Doctors have access to your notes and can deal with urgent problems.
- We will look at ways of improving the notification to patients about when we are offering Flu jabs. These are always available from October each year for the over 65's and for 'at risk' patients. Pop into the surgery to find out the dates.