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Dr Masud
Dr Aghel
Dr Qureshi
Dr Pirwani

Patients Award Top Marks in Recent Survey

Consistent high levels of patient satisfaction were recorded in recent survey— Analysis in this issue.

Welcome to issue 3 of "Pulse". Christmas is rapidly approaching and along with all the usual festive arrangements can we remind you to take note of the Surgery opening times during the holiday period [See page 4]. Please also check that any repeat prescription items are ordered in advance to tide you over the times when the Surgery and chemists are on holiday.

The annual patient survey was conducted in October and articles related to the findings take up most of this issue. We have pages of facts and figures which have been condensed for these articles. Complete details will be available at a later date for those who are interested

Survey Background

The Patient Survey was assembled by the Patient Participation Group as part of their contribution towards monitoring and improving the services at the Sandy Lane Surgery. The questionnaires were presented to all patients who visited the Practice during a two week period, during early October. The timing incorporated the two days when flu jabs were offered and so provided additional opportunity for this valuable feedback.

There were 38 questions designed to review all areas associated with a visit to the Surgery and in turn the results were inputted onto a computer proved by the NHS Clinical



Commissioning Officers.

Knowledge gained from the survey will be used to influence how improvements can be made within the Surgery, as well as feeding information into the NHS at local and national levels.

We would like to offer a big "Thank you" to everyone who completed a questionnaire.

Contacting the PPG

The Patient Participation Group [PPG] now has an email address:

sandylanepgp@live.co.uk

And for those who do not have the internet letters can be addressed to the PPG at the Surgery.

The Surgery and Group are always interested in hearing constructive ways of improving what we do. The PPG acts as a critical friend to the Practice and is striving to increase the level of information related to the quality of services offered by the Surgery. An invitation is extended to help us with this role.

Telephone Consultations

We now have the figures to show how telephone consultations are on the increase and 3/4 of those surveyed would consider trying the service.

Clearly such a consultation has its limitations and can never replace the face to face appointment, however, there are times when the telephone can provide a quicker way of moving forward with a health issue. Our Doctors are fully aware of what can and cannot be achieved by phone and will be prepared to refer you for a more conventional consultation when necessary.

Top at Being Bottom

On a National level Mansfield is 36th from the bottom on the most deprived places in England list. Take a look at why we need excellence in medical care: 4500 children live in poverty. Life expectancy is lower than the norm, 10 years less for men and 7.5 years for women. Early death from heart disease and stroke has fallen but is still higher than average. Scores on being overweight are also high along with teenage pregnancy, healthy eating, school achievement, self-harm, drug misuse, number of smokers and on and on. Full details can be found at <http://www.apho.org.uk>

All these factors impact on what happens within the Surgery and why it is such a busy place.

The reality is that we need to be good at looking after and taking care of ourselves on a daily basis and not taking our health for granted.



Opening times:

Monday
8.00am-6.30pm

Tuesday
8.00am-7.30pm

Wednesday
8.00am-6.30pm

Thursday
8.00am-7.30pm

Friday
8.00am-6.30pm

The practice closes at 12pm every fourth Wednesday of the month for staff training

When the Surgery is closed and it cannot wait until it next opens, the "Out of Hours" number is:

Technology Today

59% of patients have internet access and 70% are aware that appointments can be booked on-line. These are high numbers and signal that patients are readily adapting to modern forms of communication. All new patients are asked for their email address and the Practice will soon start to collect this information from existing patients.

Mobile phones are also very popular and mobile users exceeded 80% of the recent survey sample. Please let the office have your mobile number to keep our records up to date. We also send out appointment reminders to mobile numbers as does the hospital.

Interpreting Survey results

It requires a detailed and rational approach to draw conclusions from raw information. An example of this would be responses related to ringing the Surgery. The results show an almost even split between 42% finding it easy and 52% scoring it to be difficult. With this particular example it could indicate many people hitting the system at the same time —between 8.00 and 8.30? Whilst others could be finding it easier at other times. Every answer leads to another question because in this case the purpose for the telephone call could be different. We just do not know.

The Health MOT

A patient staggered through the nurse's door for a routine check-up. It was immediately clear the person was short of breath, displaying a highly coloured complex-

-ion and clearly over weight.

The nurse wondered if he was forgetting to take his medication and began to progress through the usual battery of tests and questions, until the sorry truth became apparent.

The guy revealed that his diet often comprised of full-fat pastries, liberally lubricated with almost endless supplies of alcohol plus a sedatory lifestyle. Most of his time sitting around for hours on end.

It was clear that a man of his age and disposition was at high risk for every nasty condition known to modern medical science.

A pep talk was required but communicating with this individual was proving to be difficult, particularly as all indications were looking as if the individual was very content with the situation.

Take a look at page 4 where their identity and photograph are revealed along with the advice he was given.

Keeping Cool

There was a high level of score [96%] for the helpfulness of our reception staff. They deal with us when we are often feeling at our worst. [Man flu etc.] Irrespective of all this they endeavour to respond to our needs and requests.

Front line workers can be easy targets for venting negative emotions but valid points are best conveyed in a rational way.

By taking good care of all our Surgery Staff they will be even better at caring for us.

Trust & Confidence

The survey revealed consistently high scores, all above 92%, related to the professional integrity of the Doctors and Nurses. Trust and confidence were all under the microscope within the series of questions asked. These qualities are at the core of everyone's expectations on a visit to the Surgery and we can all take great comfort knowing that we are in highly capable and secure hands.

Car Parking and Seating

Patients were quick to point out the irrelevance of questions about the suitability of the car park for those who had walked. As a consequence 89% thought the car park was easy to use and 75% thought there was sufficient capacity for disabled parking, however, it would be interesting to hear views from the other 25% who thought otherwise.

Items to work On

Whilst scores throughout the patient survey where positive it does not signal a time for complacency. 17% recorded the need to complain to the surgery and 12% would not recommend the surgery to someone new to the area. Few of the complaints were recorded in a formal sense, however, both are clear examples of further areas requiring careful thought and action.

The Surgery Closes:
24th December early at 4.30pm
25th December Closed
26th December Closed
31st December early at 4.30pm
1st January 2014 Closed
2nd January 2014 open as usual

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What next?

The results of the Patient Survey will be at the core of plans set for the future. Eventually there will be a series of key priorities and areas for improvement. A report will be compiled which will be posted on the Sandy Lane Surgery Website before 31st March 2014. The report is also sent to the NHS England Area Team for audit and monitoring.

"Pulse 4" will keep you updated on the progress made in compiling the targets and reports. Paper copies will be available for those who wish.

Virtual Patient Participation Group

The PPG has established a Virtual Patient Participation Group which presents the opportunity for members to have your say without being committed to meetings.

Members of the Virtual Patient Participation Group will be asked questions, from time to time, such as what you think about our opening times or the quality of the care or service you receive. Contact will be via email and your personal details will not be passed on to any others.

To join go to the Surgery website and click on the Patient Participation Group down on the left of the page.

Patient Identity Revealed

And the nurse said:

"Keep taking the tablets and do everything you can to keep going because everyone loves you. See you again next year - Mr Claus."

