

# WIGSTON CENTRAL SURGERY



## PATIENT PARTICIPATION GROUP NEWSLETTER

### Winter 2018

#### Wigston Central Surgery Patient Questionnaire 2018

The PPG carried out a patient survey (during open morning surgery) W/C 5.11.18. Thank you to everyone who completed a questionnaire. 152 patients took part and this is what you said

(the figures in brackets are the results from the survey carried out in Spring 2017):-

95% (89%) were satisfied or very satisfied with having the opportunity to go to Open Morning surgery & be seen by a Nurse or Doctor

84% (78%) were satisfied or very satisfied with getting through on the phone

67% (60%) were satisfied or very satisfied with getting an appointment

95% (92%) were satisfied or very satisfied with time spent with a Doctor or Nurse

95% 96%) were satisfied or very satisfied that a Doctor or Nurse listened to their concerns

95% (93%) were satisfied or very satisfied that a Doctor or Nurse explained any tests or treatments

96% (83%) were satisfied or very satisfied that a Doctor or Nurse was involving them in decisions about their care

84% (69%) were satisfied or very satisfied that a Doctor or Nurse helped them manage their illness after their appointment

88% were satisfied or very satisfied that a Doctor or Nurse understood & recognised mental health needs during their appointment

93% were satisfied or very satisfied that their needs were met during their last appointment

98% (97%) were satisfied or very satisfied with the cleanliness of building

99% (97%) were satisfied or very satisfied Facilities for those with disabilities

93% satisfied or very satisfied with their overall experience of the Practice

The results are very pleasing and show an increase in nearly all areas questioned in the last 18 months. Well done and thank you to all the Wigston Central Surgery Staff for their hard work. Please see overleaf for answers to patients' queries-



Facebook

Wigston Central Surgery has its own Facebook page. 'Like' the page for regular updates on surgery news and health news

# Wigstoncentral.co.uk

WCS has its own website. Use it for surgery updates, opening times, ordering repeat prescriptions, PPG news and a lot lot more!

## WCS Extended Hours Nurses Surgery

WCS hold an extended nurses surgery for patients who are unable to attend the surgery in normal opening hours-

Monday 7.00am-8.00am    Monday 6.30pm-7.30pm

Tuesday 7.00am-8.00am

These appointments are bookable only

Answers to Patient Comments considered at the last PPG meeting with the Practice manager

*"Please look into shelter or similar for the outside of the building for folk when queuing to come into the surgery in the mornings when it is raining and cold. We also need a seat for those who cannot stand"*

**Answer** Firstly, WCS rents the building it does not own it. The company which owns the building will not agree to a canopy. Secondly, there are a lot of youths that hang around the site after dark who would vandalise the canopy (as has already happened with the bike shelter) and with the addition of seating this would only encourage the youths to use it as a base. Thirdly, the surgery is open from 8.00am-10.15am for open morning surgery so there is no need to have to queue outside as there are enough clinicians on duty that will ensure you will be seen during that time. If you wish to see a specific GP you can book an appointment or it is your choice if you wish to queue.

*"To see a doctor rather than a nurse at open morning surgery a patient must arrive very early as the ability to see a doctor is not usually available after 9.15am."*

**Answer** At open morning Surgery each GP/advanced nurse practitioner is allocated 16 patients. Once a GP/advanced nurse practitioner has a 'full' list of patients, new patients arriving will be put onto another GPs list. The patient does have some choice who they can see but it is not always possible at Open Morning Surgery to see their first choice. Once all the GPs/advanced nurse practitioner have 16 patients allocated to each of them any additional patients will be added to their lists pro rata. Nobody arriving before 10.15 will be refused access to a GP/advanced nurse practitioner.