

Patient Participation Group Newsletter

Church Lane Surgery

Autumn/Winter 2013.

Patient Survey – by Mike Collins, Patient Group

A recent survey was carried out to look at the way Church Lane Surgery operates; some of you may have been involved by giving your opinions. The survey was carried out by MORI who are experts at carrying out opinion polls. They compared your Health Centre to others in North Yorkshire and nationally.



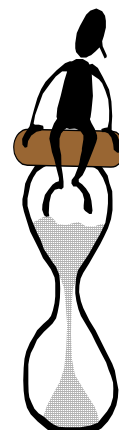
Patients were asked about the experience of using the service, from registering an appointment through to the consultation. Those who use the Surgery will not be surprised to know that it scored higher than others in most categories.

The experience of making an appointment, from the ease of contacting the Surgery, the friendly reception staff and the convenient opening times all scored high marks with over 9 out of 10 people having a good experience and less than 1 in 20 having a problem. This gives a snapshot view of how you view our service and the GPs and staff pointers as to what to improve.

When you have your appointment and have arrived in front of the GP, the experience is usually in excess of good and, not surprisingly, many of you are pleased to recommend the Health Centre to others. The only question which produced a score which was below other Practices was the waiting time, where most of you wait between 5 and 15 minutes. This seems to be the other side of the coin from the extremely high score for the doctor giving you enough time during your visit, an attribute which the doctors in the Practice view as especially important. So when you are sat in the waiting room looking for something to read, remember each patient, including you, is given plenty of time to ask for help in a way that isn't rushed.

The partners would like to thank all those who completed the survey, hope this synopsis gives you a picture of the results and trust that your experience in your dealings with the Surgery is always good. If you are interested in statistics and graphs then please ask to see the full results.

The results of the GP Practice Survey which was undertaken by patients registered with the practice earlier this year was positive, with the results benchmarked against national results it has shown that Church Lane Surgery ranked above the national average. The report was looking at the patients'



experiences of their consultation with their doctor. It shows that patients are happy with the service that the GPs within the practice provide.

Clinical Commissioning Group.

The Clinical Commissioning Group (CCG) is a group of local GPs, hospital clinicians, community representatives and managers who will make decisions about what health services to commission within their area. Such areas as community services, mental health care services and some voluntary services will be commissioned by the CCG.



Our local commissioning group is the Harrogate and Rural District Clinical Commissioning Group. (HaRD CCG). This group represents 19 GP practices and serves a population of approximately 160,000 people. The Harrogate and Rural District Clinical Commissioning Group (HaRD CCG) holds a public board meeting each month, and encourage people to come along and get involved. They meet at various different locations and their public newsletter is available in the library, within the practice and on their website.

The HaRD CCG have launched HaRDnet, which allows patients to register online to receive regular information from the CCG. Registration forms are available within the surgery or online at:
www.harrogateandruraldistrictccg.nhs.uk

Health and Social Care Information Centre. (HSCIC)

The Health and Social Care Information Centre provide national information technology (I.T) to both health and social care organizations so that they are able to provide better services and improve health care standards. They have responsibility of collecting data from the health and social care system.

Patient details are protected; however such health related information is now to be collected and is to be made available to other companies and researchers outside the NHS.



The HSCIC has been working with NHS England looking at how sharing information within the NHS will improve seamless patient care throughout the UK incorporating hospitals and GP practices, and a new patient record will be created for each of us which can be accessed by health professionals throughout the NHS. There is the option to opt out of one or both of these,

please contact the surgery. For further information please visit:

www.hscic.gov.uk

NHS 111.

The NHS 111 service has been launched and replaces the old system. It is for patients to access local NHS healthcare services. You can telephone 111 when you need medical help or advice but when it is not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. The service is staffed by a team of fully trained advisers who will give advice or signpost patients to the service they require.



Did not attend. (DNA)

The surgery now runs reports for patients who do not attend for their appointment and we may write to you if this happens and it will be noted on your record. Try and cancel your appointment as soon as possible if you no longer require it, as your wasted appointment could be used by another patient.

Contact Information.

Please make the practice aware of any changes regarding your contact details as up-to-date information is essential, the surgery may need to contact you! We also have a text message service which will send you information about your appointment and the practice, please ensure we have an up to date mobile number. If you would like to opt out of this service please contact the surgery.

Patient Participation Group (PPG)

The Patient Participation Group (PPG) continues to meet up with the practice manager and the doctors on a regular basis to discuss a wide range of topics at both national and local levels. In recent meeting we have discussed the commissioning changes, care data and the GP National Survey results. The minutes and information regarding our meetings can be found on the Church Lane Surgery Website: www.churchlanesurgery.com

