



Newsletter

Issue 5, 1 August 2019

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Welcome to the latest Patient Participation Group newsletter

In this issue: The GP Patient Survey results, NHS policy for the use of over the counter medications and the need to reduce the number of wasted GP appointments



Results of the annual national GP Patient Survey

The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over two million people across the UK.

The results show how people feel about their GP practice. A total 248 of our patients received survey forms and 118 were completed. The Practice has no control over the selection of those to be surveyed.

The headline results:

Where patient experience is **best** ?

✓ **96%** of respondents describe their overall experience of this GP practice as good
Local (CCG) average: 86% | National average: 83%

✓ **89%** of respondents find it easy to get through to this GP practice by phone
Local (CCG) average: 81% | National average: 68%

✓ **76%** of respondents were offered a choice of appointment when they last tried to make a general practice appointment
Local (CCG) average: 71% | National average: 62%

Where patient experience **could improve** ?

↗ **52%** of respondents usually get to see or speak to their preferred GP when they would like to
Local (CCG) average: 58% | National average: 48%

↗ **87%** of respondents felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment
Local (CCG) average: 90% | National average: 86%

The results show that the Practice is well ahead of the national and county averages which is good news. In addition to the headline results it was good to see that the Practice receptionists scored a 96% satisfaction rating for helpfulness. Looking at the detailed results there are some areas which need to be looked at, for example getting an appointment with your usual doctor, and the slow take-up of the various online systems provided through the Practice. You can look at all the results using the survey tool which is at <https://www.gp-patient.co.uk/report?w=1&practicecode=K84071>



Prescribing of over the counter medicines is changing

Patients are going to be asked, where appropriate, to purchase over the counter medications for minor ailment that you can treat yourself. This policy is designed to help provide more resources for medications required to treat more serious conditions. You can see the full NHS England proposal by clicking [here](#).



Appointments are wasted if you do not turn up

We all appreciate that the number of GP appointments are limited and this often means waiting longer than we would wish.

These missed appointments are termed Did Not Attend (DNA). Here are the hard facts for DNAs over the last 30 months:

1 January 2019 – 29 July 2019 (note 7 months only)
DNAs 884 (per month average 126)
2.4% DNAs

1 January 2018 – 31 December 2018

DNAs 1705 (per month average 142)
2.6% DNAs

1 January 2017 – 31 December 2017

DNAs 1910 (per month average 159)
2.9%

Although the statistics year on year are slowly improving the average number of DNAs per month is still running at 126 or nearly 4 a day. Please do not add to these statistics and make sure that you either attend for your appointment or cancel it so that it can be allocated to another patient. It will help if the Practice has the details of your mobile phone so that you can be sent reminders.

If you are not already registered with the Patient Participation Group, please [register here](#).

To learn more or make comments on items in this newsletter, please email goringwoodcotepgg@gmail.com.

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