

Waterfront Practice - Patient Participation Group

Newsletter

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477 RESPONSES TO OUR SURVEY THIS SUMMER

The Waterfront PPG ran its annual independent patient survey from May to July this year. If you had an appointment with a GP or any healthcare professional then you would have received an invitation to fill in an online questionnaire about your experience.

Thank you to everyone who provided feedback which is used to provide a comprehensive report which is then reviewed and discussed by the Practice Manager, GP Partners and the Patient Participation Group. Once this has been done then a copy will be posted online and available in the surgery waiting room. We thought it might be useful to reveal a few of the responses:

Overall how helpful do you find the reception and administrative team at your GP Practice? Very helpful or fairly helpful:

National Result 83% NHS GP Patient Survey 86% **Waterfront PPG Survey 95%**

In your appointment today, how good was the healthcare professional you saw at each of the following? Very good and fairly good:

National Result 86% NHS GP Patient Survey 88% **Waterfront PPG Survey 96%**

Thinking about the reason for your appointment were your needs met? Yes, definitely and Yes, to some extent:

National Result 90% NHS GP Patient Survey 83% **Waterfront PPG Survey 96%**

Overall, how would you describe your experience of your GP practice? Very good and fairly good:

National Result 75% NHS GP Patient Survey 75% **Waterfront PPG Survey 90%**

ALL the comments (208) which patients also made have been passed on to the Practice Manager and will be reviewed by the GP Partners. The PPG feels that it is important that patients should feel able to raise issues, provide feedback or offer complaints as part of the survey or through the Practice Manager at other times and be treated with respect, understanding and where appropriate, or possible, provided with instructive feedback.



Phone

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Doctors

Dr Tung Chung

Dr Krishna Kanhaiya

Dr Dalvinder Ratra

Dr Nishi K Sharma

Practice Manager

Louise Bunce

Physician Associates

Leah Court

Nida Vansushan

Practice Nurse

Rebecca Price

GP Assistant

Roseanna Tranter



PARKING AT THE HEALTH CENTRE

Trying to park when you are unwell or with someone you are taking to see a doctor or nurse is stressful enough. Whether at the Brierley Hill Health and Social Care Centre, or local hospitals, it is one of patients biggest and most understandable complaints. Regrettably there is nothing that the Waterfront Surgery is able to do to improve the number of spaces available for our patients.

The Waterfront Surgery is one of a number of services who are based in the building - you may even have been to the Audiology, Dental, Diabetic Eye or Podiatry Clinic, or for Physiotherapy, Speech and Language Therapy - High Oak Surgery is also based here. All of which means that there are a significant number of patients or clients using the building throughout the day.

It is no comfort to those who find parking difficult, or often impossible, at the Health Centre, but the staff of the Waterfront Practice and members of the PPG share your experience and frustrations.

FLU APPOINTMENTS START ON WEDNESDAY 1st OCTOBER

If you are eligible for the flu jab bookings are now available.

There are a number of groups of people for whom the flu jab is free - and for a good reason: it is to help you stay well through this winter.

**Make sure you
get your flu
jab this winter**

What causes flu?

Flu is caused by influenza viruses that infect the windpipe and lungs. And because it's caused by viruses and not bacteria, antibiotics won't treat it. However, if there are complications from getting the flu: antibiotics may be needed.

How do we protect against flu?

Flu is unpredictable. The vaccine provides the best protection available against a virus that can cause severe illness. The most likely viruses that will cause flu are identified in advance of the flu season and vaccines are then made to match them as closely as possible. The vaccines are given in the autumn ideally before flu starts circulating. During the last ten years the vaccine has generally been a good match for the circulating strain.



DigiDudley

Are you over 65? Do you live in Dudley and want to use technology and improve your IT skills?

Many people feel lonely or isolated, particularly those of the older community, or those who care for an elderly relative or friend.

Digi Dudley Project aims to increase social connections using technology. You can develop skills with phones, tablets and laptops. Be guided on safe online surfing and shopping. Gain confidence on engaging with social media and community connections.

If you have any questions or would like to book an appointment please contact Jim:

Phone: 07726 175532 or 01902 256744

Email: jim@juststraighttalk.org

