

Waterfront - Patient Participation Group (PPG)

Newsletter

Email address: waterfrontsurgeryppg@outlook.com



A RECORD 598 RESPONSES TO PPG PATIENT SURVEY THIS SUMMER

The Waterfront PPG ran its annual independent patient survey from May to August 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. Or you may have filled in one of our paper forms in Reception after a consultation.

Thank you to everyone who provided feedback which is used to produce a comprehensive report which has been written by the PPG and discussed with the Practice Manager who will now review it with your GPs. Once this has been done then a copy will be posted online and available in the surgery waiting room. The PPG thought it might be useful to reveal a few of the responses before the full detailed report is 'published':

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

National Result 85% NHS GP Patient Survey 76% **Waterfront PPG Survey 97%**

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%**

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

National Result 77% NHS GP Patient Survey 67% **Waterfront PPG Survey 92%**

Patients were also given the chance to comment on 'One thing that would have made your experience even better.' ALL the anonymous observations (236) which patients made have been passed on to the Practice Manager and will be considered by the GP Partners.

The PPG feels that it is important that patients should feel able to raise issues, provide positive feedback or offer complaints through the Practice Manager at any time and be treated with respect, understanding and courtesy.

If you have any practical suggestions for improving services...

Please let the PPG know by email : waterfrontsurgeryppg@outlook.com New members are always welcome! Forms available at Reception or email us if you would like to learn more.



Phone

01384 481235

Doctors

Dr Tung Chung

Dr Krishna Kanhaiya

Dr Dalvinder Ratra

Dr Nishi K Sharma

Practice Manager

Louise Bunce

Physician Assistants

Leah Court

Nida Vansushan

Practice Nurse

Rebecca Price

GP Assistant

Roseanna Tranter

IF AN APPOINTMENT IS NO LONGER NEEDED, PLEASE LET US KNOW...



The Waterfront Practice as with other practices realises that patients are frustrated when not being able to get appointments to see a GP or healthcare professional 'on the day'. There is an inevitable mismatch between the high level of demand for appointments (particularly with GPs) and the limited number of 'slots' available each day.

One thing which would help is patients who no longer need their appointment - for whatever reason - letting Reception know by phone, text or email. This would then allow another patient to be given that appointment whether to see a GP, Physician Assistant, Practice Nurse or GP Assistant. **Every 'no show' means that another patient who might have benefitted from seeing or speaking to someone on that day has been denied the chance.**

THE ROLE OF PHYSICIAN ASSISTANTS

The Physician Assistant (PA) is a medically trained healthcare professional who works alongside doctors to provide care. The Waterfront Practice follows Royal College of General Practitioners (RCGP) guidelines for PAs who are all General Medical Council (GMC) registered.

A few examples of the work that Physician Assistants are qualified to undertake:

- taking medical histories from patients
- carrying out physical examinations
- seeing patients with long-term chronic conditions
- developing and delivering treatment and plans
- health promotion and disease prevention advice for patients

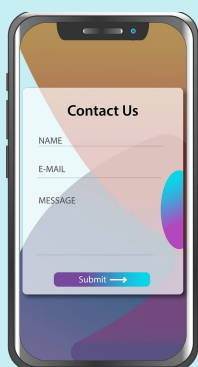
The PA role is very much to support doctors in the diagnosis and management of patients. **Physician Assistants review all their patients' notes they have seen daily with the on call duty GP.**



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

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

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

