**Patient Survey 2013 Results - POSTAL**

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**Communications to patients**

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**Comments - What patients would like to know about re services / developments**

- Would like to know about any developments at the surgery
- Any new medications that could be pertinent to my condition
- Helpful to have a 6 monthly/annual update of changes/improvements in the practice
- Any salient updates eg new doctors, nurses etc
- Reminders for jabs (eg flu) and who should contact the surgery to get one
- Meetings - newsletter maybe useful
- There is a lot of information on the website, navigation is easy
- What is available for patients as an occasional need eg BP checks, blood tests, podiatry etc
- Changes that are taking place in the practice
- Future surgery times. When individual Doctors are available and where
- Minor ops/treatments and travel nurse facility
- Up to date news on relevant conditions
- Staff changes
- When you go to on-line services you leave the website and it is hard to get back
- Use different colour text
- As it is a basic website it is likely this can't be used on phones
- Health promotion services
- Access to medical records
Can see them for myself on website
Why clinics can't be held in local surgeries for regular blood tests
What is being done to speed up repeat prescriptions
Do we have a physio service?
To be kept up to date generally
What can be done about the car parking
Anything relevant - what service there are. Not interested in self praising of your teams which lots of newsletters are
Gives plenty of information
Would like to know about any new developments
Practice matters i.e car parking
Targeted health interventions (eg local clinics)
Policy responses to central changes (eg weekend opening)
Any alterations to present systems
Practice staff change details
General appointment information advice
Out of hours service
Recent NHS information/research
Who to approach with insignificant problems - minor worries which do not warrant bothering the Doctor
Be kept up to date with surgery times and doctors available, particularly at Kelsall
What services are offered / developments
What new services there are
Would like to know about services offered, best times to arrange appointments

Comments re website
The site itself looks fine
The photo of the Health Centre with the empty parking spaces makes it look easy to park, which may not always be the case
Tells you the basics of the practice
I have not seen the website and when I tried to access the address (tried 3 times) safari told me that "the certificate for this website" is invalid and was unable to find the site
Untidy, surgery timetable not found, on-line appointments procedure not easy
Useful if you are new to the area
The information is very comprehensive, will definitely register for on-line services
Link to surgery timetable broken and anyway why not just put timetable on homepage - it's what most people are going to look for (*link now fixed)
Clear, readable and helpful. The links are easy to access
Comprehensive content
Very clear and easy to follow
Lots of information on homepage - ok for me but maybe difficult for some - lots of small text, maybe better to have bullet points and then go to relevant information
Easy to use
Good, clear layout
Informative but I think older people may find it a bit "busy" - lots of small print, a bit overwhelming
Easily accessible information
Easily visible tabs navigating to other links
On-line appointment booking
Didn't know there was a website
Submit prescription requests via email which are never acknowledged! - suggest email an information update to all patient email addresses
Can you send registration details for on-line services to all patient email addresses we hold
Not looked at practice website
Self explanatory/easy and pretty comprehensive
Registered with the website but not needed to use it
Would like access to physio, OT, chiropody etc via website
Maybe a link to Tarporley Hospital (this is already on there)
Would like personal access to ones own medical records
Quite good / very good

Other ways to communicate
Email alerts
If you rarely attend the surgery then website communication would be best
Prompts via email (once a quarter) - not too frequently would be very helpful
By telephone
Email newsletter
Current ways seem sufficient
Don't get a copy of the newsletter
The majority of posters relate to adults, and not much specifically for young people/children either in terms of CAMHS
or independent services/counselling
Notices on Kelsall noticeboards, Co-op store, Community Centre or in KADRAS magazine
Didn't know there was a newsletter
Some of the high posters are hard to read

Communications from Patients

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Comments re communication from patients
Not used the website yet
Electronic survey
Twitter for the under 40's may be useful in times of epidemics
Would like communication by text message
Didn't realise the surgery newsletter was also on-line - will now look at it on-line in future
Daughter diagnosed from Alder Hey - since then we have had no contact with the family apart from repeat prescriptions.
No support from the surgery. Reception team always very helpful. Supposes we are too busy to care and don't have time to follow up. Does not want to get random e-mails about how staff have raised money or been on training. Just interested in the service and how it affect them. Website would only be accessed if I needed something but would not remember long e-mail address
Organisations perform better when they have anonymous complaints facilities and take feedback seriously
Suggestion box is the best idea - issues that arise will be at the time of visiting and the ability to give feedback straight away would mean it is timely, accurate and isn't forgotten

**Patient Participation Group**

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### Comments

Satisfied with the current communication
Never had a problem getting an appointment
Too busy to commit the time to PPG
Don't know if the PPG is a good idea
An organised PPG would enable the variety of patients from young adults to middle and old age veterans to contribute their views on any particular personal or family experiences as they pass through each decade. There would also be occasions when the Doctors could advise their patients about the spread of new diseases and the long term effects of smoking, drug taking and poor diets. In addition it would be interesting if the Doctors gave us their views on the management of the NHS
Patient answered don't know on the survey as feels we are forcing people to choose one or another when they might not know, so got irritated and didn't fill the rest in. Feels we devised the questionnaire without marketing help and will make decision on part information. The whole thing irritated the patient
100% satisfied with how the practice is run
No complaints - very pleasant and helpful receptionists and Doctors. Complete confidence and is always a stress-less experience (not sure about yourselves!)
Good idea to have a PPG, so more people can find out about things happening at The Health Centre and about what goes on at Tarporley Hospital (as I think more could be done to publicise what goes on there - day care, respite for older people or recovering from an operation before going home)
Don't know what a PPG is
Would consider joining PPG if knew level of commitment
Would like there to be more communication about the travel advice service
Some people do not have the internet or do not come to surgery often - so perhaps another way that the PPG could communicate is via Tarporley Talk or the Buy & Sell as most people will see these
When you have an appointment you just want to see the Doctor or Nurse, no one else
Patients are always able to communicate with their physician or surgeon
Best surgery in Cheshire

Tried to register to order repeat scripts online but do not have ID for practice or personal ID. Not easy to register! And
what is a registration token? I have now got to return to the practice to obtain this information - is it really necessary/
surely a username and password is all that should be needed. I don’t know any other website that requires all that
When issued, we will look to find the surgery newsletter at the surgery, now we know this exists
I have now got to return to the practice to obtain this information - is it really necessary/
surely a username and password is all that should be needed. I don’t know any other website that requires all that

Regarded expansion of the village, it’s important to get input from the patients within the practice as more people within
the village has a huge impact on delivery of service and waiting times, future of the Cottage Hospital. The more
participation the better. It’s important to keep it open and in my experience it’s the same people that come forward to
offer help, which can be off putting!

PPG could be useful when patients are somewhat nervous of bringing up any practice problems with the Doctors
PPG could be useful when patients are somewhat nervous of bringing up any practice problems with the Doctors

It is always good to communicate but not just for communication sake. When there is an actual pressing think to
communicate is the time. I have seen too many "welcome to our first monthly/quarterly newsletters" and then nothing
else again whilst monthly updates are easily binned as not being perceived as urgent by the recipient. Whoever delivers it
practice or PPG) is irrelevant in my view - it is the content that matters
Communication should be available for those who want it. There will always be patients who just want a GP as required
and want no information beyond that